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Methodology by Demographics Part 1									
Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
CAPI	19%	100%	0%	18%	19%	18%	19%	19%	19%
	1121	1121	0	283	281	281	276	549	572
	-	B							
Online	81%	0%	100%	82%	81%	82%	81%	81%	81%
	4935	0	4935	1262	1228	1246	1199	2418	2517
	-	A							
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Methodology by Demographics Part 2

Age													SEG				Working status		
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
CAPI	19%	19%	19%	19%	22%	19%	15%	19%	19%	19%	18%	20%	17%	20%	17%				
	157	359	359	133	247	114	594	527	253	342	256	271	617	501					
															b				
Online	81%	81%	81%	78%	81%	85%	81%	81%	81%	82%	80%	83%	80%	83%					
	691	1579	1579	464	1086	621	2616	2319	1051	1565	1040	1279	2424	2483					
															a				
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092					
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870					
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

UK nation										Rurality							
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
CAPI	18%	19%		18%	19%	20%	19%	19%	18%	17%	19%	19%	19%	19%	22%	11% **	
	100	107		93	103	109	104	126	108	92	942	90	56	34	933	188	
Online	82%	81%		82%	81%	80%	81%	82%	83%	81%	81%	81%	81%	78%	89%	**	
	449	447		432	439	446	456	553	485	439	4145	395	247	148	3329	1599	
															A		
Effective Column n	273	300		284	290	304	286	380	317	281	2715	549	537	523	2946	1374	
																4	
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885	
Weighted base	549	554		526	542	555	559	679	593	531	5087	484	303	182	4262	1787	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Methodology by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income										QJ2: Internet usage		
Column %														
Weighted counts														
Column														
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user				
CAPI	9%	19%	13%	15%	10%	9%	13%	52%	17%	73%				
	36	1085	108	131	135	116	83	548	978	142				
Online	91%	81%	87%	85%	90%	91%	87%	48%	83%	27%				
	369	4566	739	741	1276	1147	533	499	4863	52				
Effective Column n														
	268	4056	590	583	1014	927	472	739	4175	138				
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189				
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194				
Columns	A	B	A	B	C	D	E	F	A	B				

Weight: Demographic & Geographic Weight; Base: All respondents

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

Quarter by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Q1 2018	24%	25%	24%	0%	0%	0%	100%	24%	24%
	1475	276	1199	0	0	0	1475	723	752
	-						A B C		
Q2 2018	25%	25%	25%	0%	0%	100%	0%	25%	25%
	1527	281	1246	0	0	1527	0	748	779
	-						A B D		
Q3 2018	25%	25%	25%	0%	100%	0%	0%	25%	25%
	1509	281	1228	0	1509	0	0	739	770
	-						A C D		
Q4 2018	26%	25%	26%	100%	0%	0%	0%	26%	26%
	1545	283	1262	1545	0	0	0	757	788
	-				B C D				
Effective Column n									
	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents

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

Quarter by Demographics Part 2

Age														
SEG														
Working status														
Column %														
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Q1 2018	24%	24%	24%	25%	24%	24%	24%	24%	24%	25%	24%	25%	25%	24%
	207	472	472	149	325	175	782	693	314	468	308	386	745	721
					-		-	-						
Q2 2018	25%	25%	25%	26%	25%	24%	25%	25%	24%	26%	26%	25%	25%	26%
	214	489	489	157	336	179	809	718	316	493	336	381	751	771
					-		-	-						
Q3 2018	25%	25%	25%	23%	25%	26%	25%	25%	26%	24%	25%	25%	25%	25%
	211	483	483	140	332	192	800	709	335	465	323	387	756	747
					-		-	-						
Q4 2018	26%	26%	26%	25%	26%	26%	26%	26%	26%	25%	25%	26%	26%	25%
	216	494	494	151	340	189	819	726	338	481	330	397	788	745
					-		-	-						
Effective Column n														
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Base: All respondents

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

Quarter by Demographics Part 3

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Q1 2018	25%	24%	25%	25%	25%	26%	24%	23%	24%	24%	24%	24%	24%	24%	24%	25%			
	137	130	132	135	136	143	163	136	127	1239	118	74	44	1017	456	**			
Q2 2018	24%	25%	25%	24%	26%	26%	25%	25%	27%	25%	25%	25%	25%	26%	24%	**			
	134	140	132	131	143	143	169	147	143	1283	122	76	46	1090	435				
Q3 2018	27%	26%	26%	26%	23%	24%	25%	24%	24%	25%	25%	25%	25%	25%	26%	**			
	146	146	137	143	125	136	168	141	125	1268	121	75	45	1051	456				
Q4 2018	24%	25%	24%	25%	27%	25%	26%	29%	26%	26%	26%	26%	26%	26%	25%	**			
	131	137	124	133	150	137	179	170	136	1298	124	77	46	1105	440				
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Quarter by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Q1 2018	22%	25%	25%	25%	22%	25%	22%	28%	24%	24%		
	90	1385	211	214	312	316	134	288	1424	47		
Q2 2018	24%	25%	28%	22%	26%	23%	28%	25%	25%	25%		
	97	1430	234	196	372	287	171	267	1474	48		
Q3 2018	23%	25%	23%	26%	26%	26%	25%	23%	25%	22%		
	92	1417	194	226	367	330	152	240	1460	42		
Q4 2018	31%	25%	24%	27%	26%	26%	26%	24%	25%	29%		
	125	1420	207	236	361	329	159	252	1482	57		
b												
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic & Geographic Weight; Base: All respondents

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

Month by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Jan 2018	8%	8%	8%	8%	0%	0%	0%	33%	8%	8%
-	494	94	400		0	0	0	494	242	252
								A B C		
Feb 2018	8%	8%	8%	8%	0%	0%	0%	33%	8%	8%
-	490	90	400		0	0	0	490	240	250
								A B C		
Mar 2018	8%	8%	8%	8%	0%	0%	0%	33%	8%	8%
-	491	92	399		0	0	0	491	241	250
								A B C		
Apr 2018	8%	8%	8%	8%	0%	0%	33%	0%	8%	8%
-	508	90	418		0	0	508	0	249	259
							A B D			
May 2018	9%	9%	9%	9%	0%	0%	34%	0%	9%	9%
-	519	96	423		0	0	519	0	254	265
							A B D			
Jun 2018	8%	8%	8%	8%	0%	0%	33%	0%	8%	8%
-	500	95	405		0	0	500	0	245	255
							A B D			
Jul 2018	8%	8%	8%	8%	0%	33%	0%	0%	8%	8%
-	503	93	410		0	503	0	0	246	257
						A C D				
Aug 2018	8%	8%	8%	8%	0%	34%	0%	0%	8%	8%
-	506	92	414		0	506	0	0	248	258
						A C D				
Sep 2018	8%	9%	8%	8%	0%	33%	0%	0%	8%	8%
-	500	96	404		0	500	0	0	245	255
						A C D				
Oct 2018	9%	9%	8%	8%	33%	0%	0%	0%	9%	9%
-	517	100	417		517	0	0	0	253	264
					B C D					
Nov 2018	9%	8%	9%	9%	34%	0%	0%	0%	9%	9%
-	527	92	435		527	0	0	0	258	269
					B C D					
Dec 2018	8%	8%	8%	8%	32%	0%	0%	0%	8%	8%
-	501	91	410		501	0	0	0	245	256
					B C D					
Effective Column n										
	4324		801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934		1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056		1121	4935	1545	1509	1527	1475	2967	3089
Columns	A		A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents

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

Month by Demographics Part 2

Age														Working status	
SEG															
Column %															
Weighted counts															
Column															
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	A8	C1	C2	DE	Working	Not working	
Jan 2018	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	7%	9%	8%	8%
	69	158	158	51	109	58	262	232	232	104	158	91	141	253	238
Feb 2018	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	69	157	157	47	108	61	260	230	230	109	151	109	122	255	230
Mar 2018	8%	8%	8%	9%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	69	157	157	51	108	57	260	231	231	102	158	108	123	237	253
Apr 2018	8%	8%	8%	9%	8%	8%	8%	8%	8%	6%	10%	9%	8%	8%	9%
	71	163	163	52	112	60	269	239	85	185	115	124	240	267	
May 2018	9%	9%	9%	9%	9%	8%	9%	9%	9%	9%	8%	9%	8%	9%	9%
	73	166	166	55	114	59	275	244	114	161	119	125	260	255	
Jun 2018	8%	8%	8%	8%	8%	8%	8%	8%	8%	9%	8%	8%	9%	8%	8%
	70	160	160	51	110	59	265	235	118	147	102	133	250	250	
Jul 2018	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%	9%	9%	8%	8%	8%
	70	161	161	48	111	62	267	236	100	167	111	125	253	248	
Aug 2018	8%	8%	8%	8%	8%	9%	8%	8%	8%	8%	8%	8%	8%	9%	8%
	71	162	162	48	111	63	268	238	108	160	106	131	261	244	
Sep 2018	8%	8%	8%	7%	8%	9%	8%	8%	10%	7%	8%	8%	8%	8%	9%
	70	160	160	44	110	66	265	235	126	139	105	130	242	255	
Oct 2018	9%	9%	9%	8%	9%	9%	9%	9%	9%	8%	8%	9%	9%	9%	8%
	72	165	165	46	114	68	274	243	113	161	111	132	279	234	
Nov 2018	9%	9%	9%	11%	9%	7%	9%	9%	10%	8%	9%	8%	9%	9%	9%
	74	169	169	66	116	49	279	248	130	150	117	131	264	258	
Dec 2018	8%	8%	8%	6%	8%	10%	8%	8%	7%	9%	8%	9%	8%	8%	8%
	70	160	160	39	110	71	266	235	95	171	102	133	245	253	
Effective Column n															
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092	
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870	
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

Month by Demographics Part 3

UK nation														Rurality					
Column % Weighted counts Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Jan 2018	9%	8%	8%	8%	8%	9%	9%	8%	7%	7%	8%	8%	8%	8%	8%	8% **			
	51	46		42	43	51	52	52	41	38	415	40	25	15	351	143			
Feb 2018	8%	7%	8%	8%	7%	9%	9%	9%	8%	8%	8%	8%	8%	8%	8%	8% **			
	43	39		43	41	40	51	61	50	44	412	39	25	15	343	147			
Mar 2018	8%	8%	9%	9%	8%	7%	7%	8%	8%	8%	8%	8%	8%	8%	8%	9% **			
	44	45		47	50	45	41	50	45	45	412	39	25	15	323	165			
Apr 2018	8%	9%	8%	7%	9%	8%	8%	8%	10%	8%	8%	8%	8%	8%	8%	9% **			
	45	52		42	40	52	44	56	46	51	427	41	25	15	347	161			
May 2018	7%	7%	9%	8%	9%	9%	9%	8%	9%	8%	9%	9%	9%	9%	9%	8% **			
	41	41		47	46	52	51	57	56	44	436	42	26	16	377	141			
Jun 2018	9%	9%	8%	8%	7%	9%	9%	8%	8%	9%	8%	8%	8%	8%	9%	7% **			
	49	47		43	45	39	49	55	45	48	420	40	25	15	365	133			
Jul 2018	10%	11%	8%	8%	7%	9%	9%	7%	8%	8%	8%	8%	8%	8%	8%	9% **			
	52	59		42	44	36	50	49	48	42	423	40	25	15	344	159			
Aug 2018	9%	7%	10%	9%	8%	8%	8%	8%	7%	8%	8%	8%	8%	8%	8%	9% **			
	49	41		53	49	43	46	55	49	40	425	40	25	15	349	156			
Sep 2018	8%	8%	8%	9%	8%	7%	9%	7%	8%	8%	8%	8%	8%	8%	8%	8% **			
	45	46		42	50	46	40	64	43	43	420	40	25	15	359	141			
Oct 2018	8%	9%	8%	8%	10%	8%	7%	10%	9%	9%	9%	9%	9%	9%	9%	9% **			
	41	52		41	43	53	44	51	62	47	434	41	26	16	365	152			
Nov 2018	8%	7%	8%	8%	9%	10%	10%	11%	8%	9%	9%	9%	9%	9%	9%	8% **			
	43	39		42	43	49	54	68	64	42	443	42	26	16	383	144			
Dec 2018	8%	8%	8%	9%	9%	7%	9%	8%	9%	8%	8%	8%	8%	8%	8%	8% **			
	46	46		41	47	48	39	61	45	47	421	40	25	15	358	143			
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Month by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage						
Column %																
Weighted counts																
Column																
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
Jan 2018	9%	8%	9%	7%	9%	8%	7%	8%	9%	8%	7%	8%	9%	8%	11%	11%
	35	459	75	76	100	102	49	92	473	21						
Feb 2018	7%	8%	8%	7%	8%	8%	7%	9%	8%	8%	5%	9%	8%	477	9	
	27	463	66	63	115	103	46	98	477							
Mar 2018	7%	8%	8%	9%	7%	9%	6%	9%	8%	9%	9%	8%	474	17		
	28	463	70	76	96	111	40	98	474							
Apr 2018	8%	8%	10%	5%	10%	8%	8%	9%	8%	8%	8%	9%	8%	493	15	
	34	474	81	47	135	103	46	97	493							
May 2018	9%	9%	10%	9%	7%	9%	11%	7%	9%	6%	6%	7%	9%	504	12	
	35	484	86	82	100	112	66	72	504							
Jun 2018	7%	8%	8%	8%	10%	6%	9%	9%	8%	11%	22	9%	8%	477		
	29	471	68	67	136	73	58	98	477							
Jul 2018	9%	8%	8%	8%	9%	9%	9%	7%	8%	6%	11	7%	8%	489		
	35	468	66	74	127	108	53	75	489							
Aug 2018	8%	8%	8%	9%	9%	8%	9%	7%	8%	5%	10	7%	8%	496		
	31	475	68	82	126	102	55	74	496							
Sep 2018	7%	8%	7%	8%	8%	10%	7%	9%	8%	11%	20	9%	8%	476		
	26	474	60	71	114	120	44	91	476							
Oct 2018	10%	8%	8%	9%	8%	8%	9%	9%	9%	9%	17	9%	9%	500		
	42	475	71	83	113	99	57	94	500							
Nov 2018	10%	9%	7%	9%	9%	10%	10%	8%	9%	12%	23	8%	9%	501		
	42	485	60	77	122	123	60	85	501							
Dec 2018	10%	8%	9%	9%	9%	8%	7%	7%	8%	9%	17	7%	8%	481		
	42	459	76	76	126	107	43	73	481							
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138						
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189						
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic & Geographic Weight; Base: All respondents

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

Q81: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
I receive letters and/or parcels through the post	93%	97%	92%	93%	94%	94%	91%	93%	94%	
	5636	1091	4545	1437	1413	1437	1349	2745	2891	
	-	B								
I send letters and/or parcels through the post	83%	86%	83%	81%	86%	82%	84%	81%	86%	
	5048	962	4087	1255	1295	1254	1244	2405	2643	
	-	b			a				A	
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	
Effective Column n										
	4324	801	3524	1107	1080	1090	1048	2076	2248	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q81: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 2

	Age				SEG										Working status			
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
I receive letters and/or parcels through the post	89%	91%	95%	95%	96%	97%	94%	92%	95%	94%	91%	92%	91%	96%				
	756	1755	1840	570	1285	715	3027	2609	1234	1793	1179	1431	2755	2856				
			A B	A b	-	A B c	-	-	e	e				A				
I send letters and/or parcels through the post	66%	83%	86%	90%	91%	91%	87%	80%	89%	85%	84%	76%	85%	82%				
	556	1609	1676	536	1207	671	2785	2263	1163	1622	1091	1172	2583	2443				
		A	A b	A B	-	A B c	-	-	d e F	F	F		b					
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092				
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870				
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q81: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 3

UK nation													Rurality				
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
I receive letters and/or parcels through the post	94%	94%	89%	92%	93%	94%	91%	93%	95%	93%	95%	94%	95%	93%	94%	94% **	
	513	519	467	496	517	527	619	554	505	4718	461	284	172	3944	1685		
										-	c						
I send letters and/or parcels through the post	83%	84%	85%	81%	80%	82%	83%	86%	85%	83%	84%	85%	82%	82%	86%	**	
	458	467	444	441	444	461	562	508	450	4235	409	257	148	3514	1531		
										-				c	a c		
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0% **	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q81: How do you use postal services, if at all? Please think of your personal use only, rather than the postal services you might use for work. by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
I receive letters and/or parcels through the post	76%	94%	92%	93%	92%	92%	94%	97%	93%	90%
	307	5329	779	809	1296	1163	576	1013	5448	174
	A							A b C D e		
I send letters and/or parcels through the post	82%	83%	77%	82%	84%	88%	87%	80%	83%	83%
	331	4717	650	716	1192	1115	533	842	4869	162
			a		A f	A B c F	A f			
Neither of the above	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QB2: Gender by Demographics Part 1

Column % Weighted counts Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Male	49%	49%	49%	49%	49%	49%	49%	49%	100%	0%
	2967	549	2418	757	739	748	723	2967	0	0
Female	51%	51%	51%	51%	51%	51%	51%	0%	100%	0%
	3089	572	2517	788	770	779	752	0	3089	0%
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0	0
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; **Base:** All respondents
; Column comparison symbols: a, b, c, d, e, f... ($p = 95\%$) A, B, C, D, E, F... ($p = 99.9\%$).

QB2: Gender by Demographics Part 2

Age														SEG										Working status			
Column %																											
Weighted counts																											
Column																											
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
Male	50%	50%	50%	45%	45%	46%	47%	51%	54%	42%	53%	49%	53%	44%													
	424	969	969	267	606	339	1512	1455	703	809	694	762	1625	1323													
Female	50%	50%	50%	55%	55%	54%	53%	49%	46%	58%	47%	51%	47%	56%													
	424	969	969	331	727	396	1697	1391	600	1097	603	788	1416	1661													
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%													
	0	0	0	0	0	0	0	0	0	0	0	0	0	0													
Effective Column n																											
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092													
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870													
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q82: Gender by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Male	52%	47%	50%	52%	44%	48%	54%	48%	49%	49%	48%	46%	43%	50%	47%	**		
	284	259	262	284	247	268	365	287	261	2517	233	139	79	2135	831			
Female	48%	53%	50%	48%	56%	52%	46%	52%	51%	51%	52%	54%	57%	50%	53%	**		
	265	294	264	258	308	291	313	306	270	2570	252	164	103	2127	956			
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q82: Gender by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income								QJ2: Internet usage				
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Male	47%	49%	44%	44%	49%	44%	49%	54%	59%	45%	49%	48%			
	192	2776	377	384	692	676	364	474	2863	93					
						A B f		A B C F							
Female	53%	51%	56%	56%	51%	46%	41%	55%	51%	52%					
	213	2876	471	488	719	586	252	573	2978	101					
			D E	D E	E		d E								
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	0	0	0	0	0	0	0	0	0	0	0	0			
Effective Column n															
	268	4056	590	583	1014	927	472	739	4175	138					
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189					
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic & Geographic Weight; Base: All respondents

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

QB3: How old are you? by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
16-24 years	14%	14%	14%	14%	14%	14%	14%	14%	14%
	848	157	691	216	211	214	207	424	424
25-44 years	32%	32%	32%	32%	32%	32%	32%	33%	31%
	1938	359	1579	494	483	489	472	969	969
45-64 years	32%	32%	32%	32%	32%	32%	32%	33%	31%
	1938	359	1579	494	483	489	472	969	969
65-74 years	10%	12%	9%	10%	9%	10%	10%	9%	11%
	597	133	464	151	140	157	149	267	331
		b							
65+ (Net)	22%	22%	22%	22%	22%	22%	22%	20%	24%
	1332	247	1086	340	332	336	325	606	727
								a	
75+ years	12%	10%	13%	12%	13%	12%	12%	11%	13%
	735	114	621	189	192	179	175	339	396
Effective Column n									
	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

Q83: How old are you? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
16-24 years	100%	0%	0%	0%	0%	0%	0%	13%	15%	8%	16%	15%	16%	13%	15%										
	848	0	0	0	0	0	0	415	433	106	309	190	243	391	442										
	B C D F										C	C	C												
25-44 years	0%	100%	0%	0%	0%	0%	0%	26%	39%	26%	26%	39%	39%	46%	18%										
	0	1938	0	0	0	0	0	828	1110	338	490	505	605	1404	528										
	A C D F											C D	C D	B											
45-64 years	0%	0%	100%	0%	0%	0%	0%	32%	32%	33%	31%	31%	33%	38%	26%										
	0	0	1938	0	0	0	0	1019	919	426	593	400	519	1146	785										
	A B D F													B											
65-74 years	0%	0%	0%	100%	45%	0%	13%	6%	19%	10%	7%	5%	2%	18%											
	0	0	0	597	597	0	428	169	243	186	85	84	61	535											
	A B C F								D E F	e F					A										
65+ (Net)	0%	0%	0%	100%	100%	100%	30%	14%	33%	27%	16%	12%	3%	41%											
	0	0	0	597	1332	735	947	385	434	513	202	183	100	1230											
	A B C					A B C			d E F	E F	f				A										
75+ years	0%	0%	0%	0%	55%	100%	16%	8%	15%	17%	9%	6%	1%	23%											
	0	0	0	0	735	735	518	216	191	327	117	99	39	695											
	A B C D					A B C D			E F	E F	f				A										
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

Q83: How old are you? by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
16-24 years	10%	18%	14%	16%	15%	16%	21%	14%	14%	15%	4%	8%	9%	15%	11%	**					
	57	98	75	87	83	88	140	81	76	786	22	24	16	645	201						
	k	a K L m	K l	K l	K l	K l	A h K L m	K	K l	-		k	k	b							
25-44 years	24%	30%	43%	36%	39%	35%	39%	24%	33%	33%	24%	22%	29%	35%	26%	**					
	130	165	223	193	215	194	265	145	173	1704	116	66	52	1476	458						
		l	A B H I K L m	a h K L	A b H K L	a h k L	A b H K L m		a h k l	-			l	B							
45-64 years	44%	28%	24%	30%	28%	26%	27%	28%	30%	29%	44%	48%	47%	31%	34%	**					
	243	152	127	165	154	146	183	166	158	1495	212	146	85	1335	601						
	B C D E F G H I									-	B C D E F G H I	B C D E F G H I	B C D E F G H I								
65-74 years	15%	8%	5%	7%	6%	8%	6%	13%	7%	8%	21%	17%	11%	9%	13%	**					
	85	43	28	39	31	44	38	78	37	424	103	50	20	364	233						
	b C d e f g i						b C d e f g i			-	B C D E F G H I m	B C D E F G I m	c e g	A							
65+ (Net)	22%	25%	19%	18%	18%	23%	13%	34%	23%	22%	28%	22%	15%	19%	29%	**					
	118	138	100	97	103	131	90	201	125	1102	135	67	28	806	527						
	g	G m		G			A b C D E F G I I A	G	-	c d e G M	g m			A							
75+ years	6%	17%	14%	11%	13%	16%	8%	21%	16%	13%	7%	5%	4%	10%	16%	**					
	33	94	71	58	71	88	51	123	87	678	32	17	8	441	293						
	A d G K L M	a g k l m	a l m	a g k l m	A G K L m		A c D e G K L M	A d G K L M	-					A							
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4					
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6					
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

Q83: How old are you? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
16-24 years	16%	14%	19%	13%	12%	10%	10%	20%	14%	11%	
	66	782	164	113	167	130	59	214	818	21	
			b C D E					B C D E			
25-44 years	46%	31%	29%	28%	35%	38%	34%	25%	33%	15%	
	187	1751	249	241	496	479	208	264	1903	29	
	B				a b F	a B F	f		B		
45-64 years	25%	32%	31%	32%	30%	33%	42%	28%	32%	19%	
	103	1835	263	279	424	423	261	289	1896	38	
	a				f	A b C d F			b		
65-74 years	4%	10%	6%	9%	10%	10%	9%	14%	9%	23%	
	18	580	51	81	143	121	57	144	553	45	
	a				a	a		A b c d e			A
65+ (Net)	12%	23%	20%	27%	23%	18%	14%	27%	21%	55%	
	49	1283	172	240	323	231	87	280	1224	107	
		A	e	a D E	d E			a D E		A	
75+ years	8%	12%	14%	18%	13%	9%	5%	13%	11%	32%	
	31	704	120	159	180	110	30	135	671	62	
	a		D E	c D E f	d E	e		d E		A	
Effective Column n											
	268	4056	590	583	1014	927	472	739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
ABC1	53%	53%	53%	53%	53%	53%	53%	53%	51%	55%
	3210	594	2616	819	800	809	782	1512	1697	
	-									a
CZDE	47%	47%	47%	47%	47%	47%	47%	47%	49%	45%
	2846	527	2319	726	709	718	693	1455	1391	
	-									b
AB	22%	23%	21%	22%	22%	21%	21%	24%	19%	600
	1303	253	1051	338	335	316	314	703		
	-									B
C1	31%	30%	32%	31%	31%	32%	32%	27%	36%	1097
	1906	342	1565	481	465	493	468	809		
	-									A
C2	21%	23%	21%	21%	21%	22%	21%	23%	20%	603
	1296	256	1040	330	323	336	308	694		
	-									b
DE	26%	24%	26%	26%	26%	25%	26%	26%	26%	788
	1550	271	1279	397	387	381	386	762		
	-									
Effective Column n										
	4324	801	3524	1107	1080	1090	1048	2076		2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849		3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967		3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
ABC1	49%	43%	53%	72%	71%	71%	100%	0%	100%	100%	0%	0%	55%	51%											
	415	828	1019	428	947	518	3210	0	1303	1906	0	0	1662	1532											
C2DE	b		B	A B C	-	A B C	-	-	E F	E F			b												
	51%	57%	47%	28%	29%	29%	0%	100%	0%	0%	100%	100%	45%	49%											
	433	1110	919	169	385	216	0	2846	0	0	1296	1550	1379	1452											
AB	D F	a C D	D F		-		-	-			C D	C D		a											
	13%	17%	22%	41%	33%	26%	41%	0%	100%	0%	0	0	22%	21%											
	106	338	426	243	434	191	1303	0	1303	0	0	0	666	633											
C1	a	A b	A B C F	-	A B	-	-	D E F																	
	36%	25%	31%	31%	39%	45%	59%	0%	0%	100%	0%	0%	33%	30%											
	309	490	593	186	513	327	1906	0	0	1906	0	0	996	899											
C2	B c		b	b	-	a B C D	-	-		C E F															
	22%	26%	21%	14%	15%	16%	0%	46%	0%	0%	100%	0%	26%	17%											
	190	505	400	85	202	117	0	1296	0	0	1296	0	783	508											
DE	d f	C D F	d f	-	-	-	-	-			C D F		B												
	29%	31%	27%	14%	14%	14%	0%	54%	0%	0%	0%	100%	20%	32%											
	243	605	519	84	183	99	0	1550	0	0	0	1550	596	944											
	D F	c D F	D F		-		-	-				C D E		A											
Effective Column n																									
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

UK nation													Rurality					
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
ABC1	58%	52%	43%	44%	43%	47%	61%	58%	48%	51%	69%	59%	60%	53%	52%	**		
	320	290	228	237	239	265	416	344	253	2592	332	177	108	2273	935			
	CDEFI	cde					bcDEFI	CDEfi		-	BCDEFGHIL	CDEfi	cdefi					
C2DE	42%	48%	57%	56%	57%	53%	39%	42%	52%	49%	31%	41%	40%	47%	48%	**		
	228	264	298	305	316	294	263	249	278	2495	152	125	74	1989	852			
	k	gK	AbGHKLm	AbGHKLm	AbGHKLm	aGhKlm	k	k	aGhKlm	-	K	k	k	22%	22%	**		
AB	21%	19%	14%	17%	17%	13%	32%	26%	15%	20%	38%	24%	28%	22%	22%	**		
	117	104	73	91	92	71	219	152	79	998	183	72	50	919	385			
	cf						abcDEFII	bCdeFI		-	lBCDEFGHILr	cdeFI	bCdeFI					
C1	37%	34%	29%	27%	27%	35%	29%	32%	33%	31%	31%	35%	32%	32%	31%	**		
	204	185	155	146	147	194	197	192	174	1594	149	106	58	1355	550			
										-								
C2	17%	20%	29%	24%	27%	23%	20%	20%	27%	23%	12%	16%	18%	21%	23%	**		
	92	110	151	131	147	131	135	117	143	1157	59	49	32	888	406			
	k	AbghKLm	Kl	aKl	K	k	k	k	aKl	-								
DE	25%	28%	28%	32%	30%	29%	19%	22%	25%	26%	19%	25%	23%	26%	25%	**		
	136	154	147	174	169	164	127	132	135	1338	93	77	42	1101	446			
	gk	gk	GhK	GK	gk					-								
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

QB7: Inability to leave home without help, due to illness or disability															
QJ6: Annual household income															
QJ2: Internet usage															
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
ABC1	36%	54%	31%	44%	49%	64%	80%	55%	54%	34%					
	145	3065	260	382	693	806	493	576	3140	65					
		A		A	A b	A B C F	A B C D F	A B c	B						
CZDE	64%	46%	69%	56%	51%	36%	20%	45%	46%	66%					
	260	2586	588	490	718	456	123	471	2701	129					
	B		B C D E F	c D E F	D E f	E		D E		A					
AB	15%	22%	4%	11%	13%	29%	60%	23%	22%	10%					
	60	1244	34	97	187	372	369	245	1282	20					
	a		A	A	A B C f	A B C D F	A B C	b							
C1	21%	32%	27%	33%	36%	34%	20%	32%	32%	23%					
	85	1821	225	286	506	435	123	331	1858	45					
	A	e	a E	A E	a E		E	b							
C2	26%	21%	10%	18%	29%	26%	15%	22%	21%	22%					
	104	1193	83	157	406	327	95	229	1245	43					
			A	A B E f	A B E	a	A e								
DE	39%	25%	60%	38%	22%	10%	5%	23%	25%	44%					
	156	1394	505	334	313	129	28	242	1455	86					
	B		B C D E F	C D E F	D E	E		D E		A					
Effective Column n															
	268	4056	590	583	1014	927	472	739	4175	138					
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189					
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic & Geographic Weight; Base: All respondents

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

Q84: What best describes the occupation of the main income earner in your household? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
High managerial, administrative or professional (A)	4%	5%	3%	3%	4%	4%	4%	3%	3%
	220	51	169	51	67	60	43	120	100
	-								
Intermediate managerial, administrative or professional (B)	12%	15%	11%	11%	12%	11%	13%	12%	11%
	710	171	538	176	176	164	193	369	340
	-	B							
Supervisor, clerical, junior managerial, administrative or professional (C1)	22%	27%	21%	23%	21%	23%	20%	19%	24%
	1321	301	1020	356	320	351	294	568	753
	-	B							A
Skilled manual worker (C2)	18%	21%	18%	18%	18%	19%	18%	20%	17%
	1107	237	870	277	276	295	258	582	525
	-	b						b	
Semi-skilled or unskilled manual worker (D)	13%	11%	14%	13%	14%	13%	14%	14%	13%
	816	121	696	205	209	203	200	419	398
	-		a						
Housewife / househusband (E)	2%	2%	2%	2%	3%	2%	2%	1%	3%
	135	24	112	33	38	35	30	38	97
	-								A
Unemployed (E)	7%	7%	7%	7%	6%	6%	7%	8%	6%
	397	75	321	101	93	99	104	224	172
	-							b	
Student (C1)	2%	1%	2%	2%	2%	3%	3%	2%	2%
	138	16	121	24	28	41	45	66	71
	-								
Retired	20%	11%	22%	21%	20%	18%	21%	20%	20%
	1213	124	1088	323	303	279	308	582	631
	-		A						
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight, Base: All respondents

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

Q84: What best describes the occupation of the main income earner in your household? by Demographics Part 2

	Age										SEG				Working status		
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
High managerial, administrative or professional (A)	4%	3%	5%	3%	2%	2%	7%	0%	17%	0%	0%	0%	5%	2%			
	37	64	90	17	29	11	220	0	220	0	0	0	157	63			
	f		f		-	-	-		D E F				B				
Intermediate managerial, administrative or professional (B)	8%	14%	14%	8%	7%	6%	22%	0%	54%	0%	0%	0%	17%	7%			
	69	272	276	50	92	42	710	0	710	0	0	0	503	203			
		A d F	A d F		-		-		D E F				B				
Supervisor, clerical, junior managerial, administrative or professional (C1)	22%	24%	26%	12%	12%	12%	41%	0%	0%	69%	0%	0%	32%	12%			
	186	469	512	71	155	85	1321	0	0	1321	0	0	959	357			
	D F	D F	a D F		-		-			C E F			B				
Skilled manual worker (C2)	22%	26%	18%	6%	5%	4%	0%	39%	0%	0%	85%	0%	26%	11%			
	190	497	354	38	67	29	0	1107	0	0	1107	0	781	321			
	c D F	C D F	D F		-		-				C D F		B				
Semi-skilled or unskilled manual worker (D)	19%	19%	13%	4%	3%	2%	0%	29%	0%	0%	0%	53%	19%	8%			
	162	372	246	22	36	14	0	816	0	0	0	816	578	237			
	C D F	C D F	D F		-		-					C D E	B				
Housewife / househusband (E)	2%	3%	3%	1%	1%	1%	0%	5%	0%	0%	0%	9%	0%	4%			
	16	56	49	5	15	9	0	135	0	0	0	135	8	126			
					-		-					C D E		A			
Unemployed (E)	7%	9%	9%	0%	0%	0%	0%	14%	0%	0%	0%	26%	0%	13%			
	63	165	167	0	2	1	0	397	0	0	0	397	7	384			
	D F	D F	D F		-		-					C D E		A			
Student (C1)	14%	1%	0%	0%	0%	0%	4%	0%	0%	7%	0%	0%	1%	3%			
	121	16	1	0	0	0	138	0	0	138	0	0	32	99			
	B C D F	c			-		-			C E F				A			
Retired	1%	1%	13%	66%	70%	74%	26%	14%	29%	23%	15%	13%	0%	40%			
	6	26	242	394	938	544	822	391	374	448	189	202	15	1195			
			A B	A B C	-	A B C d	-	d E F		E F				A			
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092			
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870			
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic & Geographic Weight, Base: All respondents

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

Q84: What best describes the occupation of the main income earner in your household? by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
High managerial, administrative or professional (A)	2%	4%	2%	3%	3%	1%	8%	5%	3%	6%	3%	5%	4%	3%	5%	**		
	10	20	9	17	14	6	52	27	14	171	30	9	10	170	50			
						a C d e F i	f		-	a c e F		f						
Intermediate managerial, administrative or professional (B)	10%	11%	9%	9%	8%	8%	20%	12%	8%	11%	20%	14%	16%	12%	10%	**		
	54	58	45	51	42	45	133	73	41	542	96	43	29	530	180			
						A b C D E F h i			-	A B C D E F h i l	e f i	c e f i						
Supervisor, clerical, junior managerial, administrative or professional (C1)	28%	24%	20%	19%	18%	22%	23%	21%	18%	21%	21%	27%	28%	22%	20%	**		
	152	130	105	104	101	123	158	122	94	1089	101	81	50	955	366			
									-									
Skilled manual worker (C2)	15%	16%	23%	19%	24%	20%	18%	16%	25%	20%	9%	13%	16%	18%	18%	**		
	81	89	121	105	135	112	125	92	133	994	46	39	28	779	325			
		k	a h K l	K	a b h K L	K	K	k	a b h K L	-			k					
Semi-skilled or unskilled manual worker (D)	13%	13%	17%	17%	16%	17%	17%	13%	14%	14%	8%	10%	10%	14%	13%	**		
	69	75	87	92	87	98	69	78	76	729	39	30	18	587	228			
			k	g K	k	g K			k	-								
Housewife / househusband (E)	4%	2%	2%	2%	2%	3%	1%	1%	2%	2%	2%	3%	5%	2%	2%	**		
	21	14	10	11	10	17	7	7	13	110	8	9	9	94	42			
										-								
Unemployed (E)	6%	8%	7%	10%	8%	5%	5%	4%	6%	7%	6%	7%	6%	7%	6%	**		
	33	46	34	54	47	28	35	22	33	334	31	22	10	282	113			
										-								
Student (C1)	1%	3%	2%	1%	3%	3%	3%	2%	2%	2%	3%	2%	1%	3%	1%	**		
	6	16	13	4	18	14	19	13	12	115	15	6	2	116	21			
										-								
Retired	23%	19%	19%	19%	18%	21%	12%	27%	21%	20%	25%	21%	14%	18%	26%	**		
	123	106	102	104	101	116	80	157	114	1004	120	64	25	750	463			
	G	g	g	g		g		e G m	g	-	G M	g m			A			
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Column % Weighted counts Column Comparisons	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
High managerial, administrative or professional (A)	4%	4%	1%	1%	1%	1%	3%	16%	5%	4%	3%
	17	203	5	11	16	A b c	41	97	50	214	6
Intermediate managerial, administrative or professional (B)	9%	12%	1%	4%	6%	18%	35%	13%	12%	7%	
	35	675	11	39	78	232	215	135	696	13	
Supervisor, clerical, junior managerial, administrative or professional (C1)	14%	22%	9%	18%	25%	30%	18%	23%	22%	18%	
	58	1263	79	159	355	379	113	236	1285	35	
Skilled manual worker (C2)	24%	18%	7%	13%	24%	25%	15%	18%	18%	20%	
	96	1012	56	114	342	311	91	193	1060	39	
Semi-skilled or unskilled manual worker (D)	15%	13%	19%	20%	17%	9%	4%	9%	13%	15%	
	59	757	163	179	236	119	25	94	781	28	
Housewife / househusband (E)	5%	2%	5%	5%	1%	0%	0%	3%	2%	3%	
	22	114	39	44	16	5	0	31	130	6	
Unemployed (E)	15%	6%	27%	7%	2%	0%	0%	7%	7%	5%	
	60	337	228	63	29	4	1	72	386	9	
Student (C1)	2%	2%	7%	2%	1%	0%	1%	3%	2%	2%	
	10	128	62	16	15	5	6	34	132	4	
Retired	12%	21%	24%	28%	23%	13%	11%	19%	20%	28%	
	49	1164	205	247	324	167	68	201	1157	54	
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight, Base: All respondents

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

Q85: Which one of the following best describes their occupation before they retired? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
High managerial, administrative or professional (A)	7%	7%	7%	9%	6%	8%	4%	10%	4%
	82	8	73	30	17	22	12	59	22
	-							B	
Intermediate managerial, administrative or professional (B)	24%	17%	25%	25%	25%	25%	21%	27%	22%
	292	22	271	81	75	70	66	155	137
Supervisor, clerical, junior managerial, administrative or professional (C1)	37%	20%	39%	31%	39%	36%	42%	30%	43%
	448	24	423	101	117	100	129	175	272
	-		A						A
Skilled manual worker (C2)	16%	16%	16%	16%	15%	15%	16%	19%	12%
	189	19	170	53	46	41	49	112	77
	-							b	
Semi-skilled or unskilled manual worker (D)	14%	29%	12%	16%	12%	15%	12%	12%	15%
	164	36	128	50	37	41	35	71	93
	-	B							
Housewife / househusband (E)	1%	8%	0%	1%	1%	1%	2%	0%	2%
	16	10	5	2	4	4	7	1	15
	-	B							a
Unemployed (E)	2%	4%	2%	2%	2%	0%	3%	2%	2%
	22	5	17	6	6	0	9	9	13
	-								
Student (C1)	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	788	84	703	204	202	183	199	469	319
Unweighted base	1083	116	967	281	278	251	273	645	438
Weighted base	1213	124	1088	323	303	279	308	582	631
Columns	A	A	B	A	B	C	D	A	B

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

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

Q85: Which one of the following best describes their occupation before they retired? by Demographics Part 2

	Age						SEG								Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
High managerial, administrative or professional (A)	**	**	6%	8%	7%	7%	10%	0%	22%	0%	0%	0%	**	7%		
			14	30	67	37	82	0	82	0	0	0		80		
					-	-	-	-	DEF							
Intermediate managerial, administrative or professional (B)	**	**	19%	37%	26%	19%	36%	0%	78%	0%	0%	0%	**	24%		
			45	145	246	101	292	0	292	0	0	0		287		
				bCF	-	-	-	-	DEF							
Supervisor, clerical, junior managerial, administrative or professional (C1)	**	**	33%	29%	38%	45%	54%	0%	0%	100%	0%	0%	**	37%		
			81	115	358	243	448	0	0	448	0	0		443		
				-	-	d	-	-	-	CEF						
Skilled manual worker (C2)	**	**	19%	12%	14%	16%	0%	48%	0%	0%	100%	0%	**	16%		
			46	47	135	88	0	189	0	0	189	0		188		
				-	-	-	-	-	-	CDF						
Semi-skilled or unskilled manual worker (D)	**	**	17%	12%	12%	11%	0%	42%	0%	0%	0%	82%	**	14%		
			41	49	112	63	0	164	0	0	0	164		162		
				-	-	-	-	-	-	-	-	CDE				
Housewife / househusband (E)	**	**	2%	1%	1%	2%	0%	4%	0%	0%	0%	8%	**	1%		
			5	2	11	8	0	16	0	0	0	16		16		
				-	-	-	-	-	-	-	-	CDe				
Unemployed (E)	**	**	4%	1%	1%	1%	0%	6%	0%	0%	0%	11%	**	2%		
			10	6	9	4	0	22	0	0	0	22		20		
				f	-	-	-	-	-	-	-	CDE				
Student (C1)	**	**	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	0%		
			0	0	0	0	0	0	0	0	0	0		0		
			-	-	-	-	-	-	-	-	-	-		-		
Effective Column n		4	17	165	300	602	302	535	252	280	255	126	127	10	775	
Unweighted base		5	24	227	412	827	415	736	347	385	351	173	174	14	1066	
Weighted base		6	26	242	394	938	544	822	391	374	448	189	202	15	1195	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

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

Q85: Which one of the following best describes their occupation before they retired? by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
High managerial, administrative or professional (A)	5%	10%	4%	6%	10%	2%	17%	4%	2%	6%	12%	7%	10%	7%	6%	**		
	6	10	4	6	10	2	14	6	3	60	14	5	3	52	29			
										-								
Intermediate managerial, administrative or professional (B)	38%	15%	15%	17%	26%	15%	25%	29%	18%	22%	36%	23%	37%	22%	27%	**		
	47	16	15	17	26	18	21	46	20	225	43	15	9	166	126			
	b c d f									b c d f i								
Supervisor, clerical, junior managerial, administrative or professional (C1)	38%	38%	37%	36%	28%	49%	24%	36%	59%	39%	28%	31%	23%	38%	35%	**		
	47	40	38	37	28	57	19	56	68	389	33	20	6	285	163			
						k			e g h k l									
Skilled manual worker (C2)	9%	19%	29%	24%	12%	16%	13%	16%	9%	16%	11%	15%	14%	14%	17%	**		
	11	20	30	25	12	19	11	25	10	163	13	9	4	109	81			
									-									
Semi-skilled or unskilled manual worker (D)	7%	14%	11%	12%	23%	14%	12%	15%	12%	13%	14%	20%	7%	15%	11%	**		
	9	15	11	12	23	17	10	24	13	133	16	13	2	113	51			
									-									
Housewife / househusband (E)	0%	2%	4%	2%	1%	2%	3%	0%	0%	1%	0%	1%	4%	1%	1%	**		
	0	2	4	2	1	2	2	0	0	14	0	1	1	11	5			
									-									
Unemployed (E)	4%	3%	0%	4%	0%	2%	6%	0%	0%	2%	0%	3%	4%	2%	2%	**		
	5	4	0	4	0	2	5	0	0	19	0	2	1	15	7			
									-									
Student (C1)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
									-									
Effective Column n																		
	59	51	47	54	47	52	42	77	53	482	132	110	64	470	318	0		
									-									
Unweighted base	81	70	65	74	65	71	58	106	73	663	181	151	88	646	437	0		
Weighted base	123	106	102	104	101	116	80	157	114	1004	120	64	25	750	463	0		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q85: Which one of the following best describes their occupation before they retired? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
High managerial, administrative or professional (A)		**		7%	2%	1%	3%	14%	39%	7%	**
				80	4	3	10	24	27	14	80
							A B C	A B C D F	b		
Intermediate managerial, administrative or professional (B)		**		25%	7%	18%	25%	45%	46%	23%	25% **
				286	14	44	82	75	31	46	292
					a	A	A B C F	A B c f	A	B	
Supervisor, clerical, junior managerial, administrative or professional (C1)		**		37%	42%	45%	42%	31%	7%	30%	38% **
				430	85	110	135	51	5	61	441
					E	d E f	E	e	e	b	
Skilled manual worker (C2)		**		16%	13%	17%	20%	9%	6%	18%	16% **
				181	27	43	64	16	4	36	185
Semi-skilled or unskilled manual worker (D)		**		13%	29%	19%	8%	0%	2%	15%	12% **
				153	59	47	27	0	2	29	134
					C D E f	c D e	d		D e		
Housewife / househusband (E)		**		1%	3%	0%	1%	0%	0%	4%	0% **
				13	5	0	2	0	0	8	4
Unemployed (E)		**		2%	5%	0%	0%	1%	0%	3%	2% **
				20	11	1	2	1	0	7	21
Student (C1)		**		0%	0%	0%	0%	0%	0%	0%	0% **
				0	0	0	0	0	0	0	0
				-	-	-	-	-	-	-	-
Effective Column n											
			28	760	121	148	214	131	52	121	752 35
Unweighted base			38	1045	167	203	294	180	72	167	1034
Weighted base			49	1164	205	247	324	167	68	201	1157
Columns		A	B	A	B	C	D	E	F	A	B

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

QB6: Where do you live? by Demographics Part 1

Column %	Methodology			Quarter				Gender		
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
North East	9%	9%	9%	8%	10%	9%	9%	10%	9%	9%
	549	100	449	131	146	134	137	284	265	
North West	9%	10%	9%	9%	10%	9%	9%	9%	10%	10%
	554	107	447	137	146	140	130	259	294	
Yorkshire/Humberside	9%	8%	9%	8%	9%	9%	9%	9%	9%	9%
	526	93	432	124	137	132	132	262	264	
East Midlands	9%	9%	9%	9%	9%	9%	9%	10%	8%	8%
	542	103	439	133	143	131	135	284	258	
West Midlands	9%	10%	9%	10%	8%	9%	9%	8%	10%	10%
	555	109	446	150	125	143	136	247	308	
East Anglia/East of England	9%	9%	9%	9%	9%	9%	10%	9%	9%	9%
	559	104	456	137	136	143	143	268	291	
London/Greater London	11%	11%	11%	12%	11%	11%	11%	12%	10%	10%
	679	126	553	179	168	169	163	365	313	
South East	10%	10%	10%	11%	9%	10%	9%	10%	10%	10%
	593	108	485	170	141	147	136	287	306	
South West	9%	8%	9%	9%	8%	9%	9%	9%	9%	9%
	531	92	439	136	125	143	127	261	270	
Highlands & Isles of Scotland	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%
	12	12	0	0	6	5	0	7	5	
Rest of Scotland	8%	7%	8%	8%	8%	8%	8%	8%	8%	8%
	473	78	395	124	114	117	118	226	246	
Wales	5%	5%	5%	5%	5%	5%	5%	5%	5%	5%
	303	56	247	77	75	76	74	139	164	
Northern Ireland	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
	182	34	148	46	45	46	44	79	103	
NET: England	84%	84%	84%	84%	84%	84%	84%	85%	83%	83%
	5087	942	4145	1298	1268	1283	1239	2517	2570	
NET: Scotland	8%	8%	8%	8%	8%	8%	8%	8%	8%	8%
	484	90	395	124	121	122	118	233	252	
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight, Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q86: Where do you live? by Demographics Part 2

Column % Weighted counts Column Comparisons	Age										SEG					Working status		
	16-24 years		25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
North East	7%	7%	13%	14%	9%	5%	10%	8%	9%	11%	7%	9%	9%	9%	10%			
	57	130	243	85	118	33	320	228	117	204	92	136	261	285				
			A B F	A B F	-	-	-	-	e									
North West	12%	9%	8%	7%	10%	13%	9%	9%	8%	10%	8%	10%	9%	10%				
	98	165	152	43	138	94	290	264	104	185	110	154	268	284				
	b c d				-	b c d	-	-										
Yorkshire/Humberside	9%	12%	7%	5%	7%	10%	7%	10%	6%	8%	12%	9%	9%	8%				
	75	223	127	28	100	71	228	298	73	155	151	147	281	240				
	d	C D		-	c d	-	-	-	c	C d	c							
East Midlands	10%	10%	8%	7%	7%	8%	7%	11%	7%	8%	10%	11%	9%	9%				
	87	193	165	39	97	58	237	305	91	146	131	174	262	274				
				-	-	-	-	-		c	c d							
West Midlands	10%	11%	8%	5%	8%	10%	7%	11%	7%	8%	11%	11%	10%	9%				
	83	215	154	31	103	71	239	316	92	147	147	169	290	263				
	d	c D		-	d	-	-	-			c d	c d						
East Anglia/East of England	10%	10%	8%	7%	10%	12%	8%	10%	5%	10%	10%	11%	9%	9%				
	88	194	146	44	131	88	265	294	71	194	131	164	287	268				
				-	c	-	-	-	C		C							
London/Greater London	17%	14%	9%	6%	7%	7%	13%	9%	17%	10%	10%	8%	13%	9%				
	140	265	183	38	90	51	416	263	219	197	135	127	406	267				
	C D F	C D F		-	-	-	-	D E F					B					
South East	10%	7%	9%	13%	15%	17%	11%	9%	12%	10%	9%	9%	9%	10%				
	81	145	166	78	201	123	344	249	152	192	117	132	287	305				
				B c	-	a B C	-	-										
South West	9%	9%	8%	6%	9%	12%	8%	10%	6%	9%	11%	9%	8%	10%				
	76	173	158	37	125	87	253	278	79	174	143	135	240	289				
				-	-	-	-	-	c	C	c		a					
Highlands & Isles of Scotland	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
	1	1	3	5	7	2	7	4	4	3	2	3	4	7				
				b	-	-	-	-										
Rest of Scotland	2%	6%	11%	16%	10%	4%	10%	5%	14%	8%	4%	6%	7%	9%				
	21	114	208	98	129	30	325	148	179	146	57	91	208	263				
	A	A B F	A B c F	-	5%	2%	6%	4%	D E F	e				a				
Wales	3%	3%	8%	8%	5%	8%	2%	6%	5%	6%	4%	5%	5%	5%				
	24	66	146	50	67	17	177	125	72	106	49	77	144	159				
			A B F	A B F	-	-	-	-										
Northern Ireland	2%	3%	4%	3%	2%	1%	3%	3%	4%	3%	2%	3%	3%	3%				
	16	52	85	20	28	8	108	74	50	58	32	42	102	79				
			a b f	-	-	-	-	-										
NET: England	93%	88%	77%	71%	83%	92%	81%	88%	77%	84%	89%	86%	85%	83%				
	786	1704	1495	424	1102	678	2592	2495	998	1594	1157	1338	2582	2476				
	b C D	C D	d	-	b C D	-	-	-	C	C D	C							
NET: Scotland	3%	6%	11%	17%	10%	4%	10%	5%	14%	8%	5%	6%	7%	9%				
	22	116	212	103	135	32	332	152	183	149	59	93	213	270				
	a	A B F	A B C F	-	-	-	-	D E F	e				a					
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092				
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870				
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic & Geographic Weight, Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q86: Where do you live? by Demographics Part 3

Column %	UK nation															Rurality			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
North East	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	8%	11% **			
	549	0	0	0	0	0	0	0	0	0	549	0	0	0	348	200			
	BCDEFGHIKL																		
North West	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	10%	7% **			
	0	554	0	0	0	0	0	0	0	0	554	0	0	0	436	118			
	CDEFGHIKL																		
Yorkshire/Humberside	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	10%	0%	0%	0%	9%	9% **			
	0	0	526	0	0	0	0	0	0	0	526	0	0	0	371	155			
	ABDEFGHIKLM																		
East Midlands	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	11%	0%	0%	0%	9%	10% **			
	0	0	0	542	0	0	0	0	0	0	542	0	0	0	367	175			
	ABCEFGHIKLN																		
West Midlands	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	11%	0%	0%	0%	11%	6% **			
	0	0	0	0	555	0	0	0	0	0	555	0	0	0	456	99			
	ABCEFGHIKLM																		
East Anglia/East of England	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	11%	0%	0%	0%	8%	12% **			
	0	0	0	0	0	559	0	0	0	0	559	0	0	0	354	206			
	ABCDEGHIKLM																		
London/Greater London	0%	0%	0%	0%	0%	0%	100%	0%	0%	0%	13%	0%	0%	0%	15%	2% **			
	0	0	0	0	0	0	679	0	0	0	679	0	0	0	640	35			
	ABCDEFGHIKLM																		
South East	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	12%	0%	0%	0%	9%	11% **			
	0	0	0	0	0	0	0	593	0	0	593	0	0	0	396	195			
	BCDEFGIKL																		
South West	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	10%	0%	0%	0%	8%	11% **			
	0	0	0	0	0	0	0	0	531	0	531	0	0	0	327	204			
	BCDEFGHKL																		
Highlands & Isles of Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	2%	0%	0%	0%	0% **			
	0	0	0	0	0	0	0	0	0	0	0	12	0	0	10	1			
	BCDEFGHIL																		
Rest of Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	98%	0%	0%	7%	10% **			
	0	0	0	0	0	0	0	0	0	0	0	473	0	0	289	183			
	BCDEFGHIL																		
Wales	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	4%	8% **			
	0	0	0	0	0	0	0	0	0	0	0	0	303	0	161	141			
	BCDEFGHIK																		
Northern Ireland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	3%	4%	**			
	0	0	0	0	0	0	0	0	0	0	0	0	0	182	107	74			
	BCDEFGHIK																		
NET: England	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	0%	0%	0%	87%	78% **			
	549	554	526	542	555	559	679	593	531	5087	0	0	0	0	3693	1387			
	KLM																		
NET: Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	7%	10% **			
	0	0	0	0	0	0	0	0	0	0	0	484	0	0	300	185			
	BCDEFGHIL																		
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q86: Where do you live? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
North East	7%	9%	9%	9%	8%	9%	10%	6%	10%	9%	8%
	30	519	76	83	126	120	36	107	532	16	
North West	8%	9%	11%	9%	9%	9%	6%	10%	9%	9%	
	34	520	94	74	127	117	38	103	534	18	
Yorkshire/Humberside	12%	8%	7%	10%	11%	8%	6%	8%	9%	8%	
	47	479	59	89	149	106	34	89	507	16	
East Midlands	8%	9%	9%	12%	10%	9%	6%	7%	9%	10%	
	33	508	77	102	138	111	36	76	516	20	
West Midlands	10%	9%	9%	11%	9%	9%	9%	9%	9%	11%	
	39	515	72	99	123	109	56	96	532	22	
East Anglia/East of England	7%	9%	10%	10%	9%	10%	7%	9%	9%	6%	
	27	533	87	88	128	121	44	92	548	11	
London/Greater London	19%	11%	8%	8%	9%	13%	21%	12%	11%	11%	
	77	602	71	66	124	161	128	128	654	21	
South East	9%	10%	9%	8%	10%	9%	14%	10%	10%	9%	
	38	556	74	72	140	120	83	104	574	17	
South West	9%	9%	11%	10%	10%	7%	5%	9%	9%	8%	
	37	495	96	83	141	89	31	91	512	16	
Highlands & Isles of Scotland	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	
	0	12	2	2	3	1	1	3	9	3	
Rest of Scotland	5%	8%	8%	5%	7%	9%	12%	7%	8%	8%	
	21	452	69	48	101	112	73	70	456	16	
Wales	3%	5%	6%	6%	5%	4%	6%	5%	5%	7%	
	13	289	50	49	65	52	36	50	289	13	
Northern Ireland	2%	3%	2%	2%	3%	3%	3%	4%	3%	3%	
	10	172	18	17	45	42	20	39	176	5	
NET: England	89%	84%	84%	87%	85%	84%	79%	85%	84%	81%	
	361	4726	708	757	1197	1055	485	886	4909	157	
NET: Scotland	5%	8%	8%	6%	7%	9%	12%	7%	8%	10%	
	21	464	71	50	104	113	74	73	465	19	
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

Q868: Which of the following best describes where you live? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Quarter				Male	Female	
				Q4 2018	Q3 2018	Q2 2018	Q1 2018			
Large City (population: more than 500,000)	20% **		20%	21%	20%	19%	21%	21%	19%	
	1000		1000	262	249	232	256	515	485	
	-		-							
Smaller City or Large town (population: 100,000 – 500,000)	21% **		21%	20%	20%	24%	19%	21%	20%	
	1023		1023	251	247	296	230	508	516	
	-		-							
Medium town (population: 15,000 – 99,999)	26% **		26%	27%	27%	26%	25%	27%	26%	
	1306		1306	342	331	326	306	657	648	
	-		-							
Small town (population: 2,000 – 14,999)	20% **		20%	20%	19%	19%	21%	19%	21%	
	975		975	256	239	231	250	447	528	
	-		-							
Rural area (population: less than 2,000)	13% **		13%	12%	13%	13%	13%	12%	13%	
	622		622	149	160	159	155	289	334	
	-		-							
Prefer not to say	0% **		0%	0%	0%	0%	0%	0%	0%	
	9		9	2	2	3	3	2	7	
	-		-							
Effective Column n										
	3651	0	3651	938	909	923	880	1743	1907	
Unweighted base	4835	0	4835	1242	1204	1223	1166	2309	2526	
Weighted base	4935	0	4935	1262	1228	1246	1199	2418	2517	
Columns	A	A	B	A	B	C	D	A	B	

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

Q868: Which of the following best describes where you live? by Demographics Part 2

	Age		SEG										Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Large City (population: more than 500,000)	25%	26%	18%	12%	11%	11%	22%	19%	24%	20%	19%	19%	24%	16%	
	173	414	289	55	124	69	569	431	250	318	194	238	580	410	
	c D F	C D F	d F		-		-		e f				B		
Smaller City or Large town (population: 100,000 – 500,000)	25%	23%	20%	16%	17%	17%	21%	20%	18%	24%	18%	22%	27%	20%	
	170	356	315	73	181	108	560	463	192	368	187	276	522	495	
	d f	d			-		-			c e					
Medium town (population: 15,000 – 99,999)	25%	25%	27%	29%	28%	27%	24%	29%	25%	24%	30%	28%	26%	27%	
	171	402	429	135	303	168	635	670	259	376	310	361	635	661	
					-		-				d				
Small town (population: 2,000 – 14,999)	15%	16%	21%	28%	26%	24%	19%	20%	19%	20%	20%	20%	17%	22%	
	105	256	336	130	278	148	508	467	200	308	212	255	423	550	
			a b	A B c		a b		-						A	
Rural area (population: less than 2,000)	10%	9%	13%	15%	18%	21%	13%	12%	14%	12%	13%	11%	11%	15%	
	69	147	207	70	199	129	342	281	149	193	134	147	262	361	
			b	a b	-	A B C		-						A	
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	2	4	2	0	0	0	2	7	0	2	4	3	1	7	
					-		-								
Effective Column n															
	512	1218	1198	375	723	348	2013	1638	876	1137	723	914	1836	1795	
Unweighted base	678	1613	1587	496	957	461	2666	2169	1160	1506	958	1211	2432	2377	
Weighted base	691	1579	1579	464	1086	621	2616	2319	1051	1565	1040	1279	2424	2483	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

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

Q868: Which of the following best describes where you live? by Demographics Part 3

Column %	UK nation													Rurality						
Weighted counts																				
Column Comparisons																				
Large City (population: more than 500,000)	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	11%	24%		23%	14%	27%	5%	64%	4%	11%	21%	23%	7%	12%	30%	0% **				
	47	109		98	59	119	22	353	18	50	875	90	18	17	1000	0				
	fh	A d F H I L m		A d F H I L m		F H I		A B C D E F H I K L M		fh	-	A d F H I L M		fh I	B					
Smaller City or Large town (population: 100,000 – 500,000)	18%	23%		25%	23%	23%	26%	13%	20%	25%	22%	14%	18%	19%	31%	0% **				
	80	103		109	102	103	117	71	99	111	894	56	44	28	1023	0				
		g k		G k		g k		G K		g	G k		-		B					
Medium town (population: 15,000 – 99,999)	30%	30%		21%	27%	30%	28%	16%	38%	22%	27%	24%	26%	27%	39%	0% **				
	135	132		90	117	135	125	91	185	97	1108	93	65	40	1306	0				
	c G	G			g	c G		g	C d f G I K I		-	g	g	B						
Small town (population: 2,000 – 14,999)	24%	19%		18%	18%	13%	22%	5%	26%	25%	19%	24%	30%	23%	0%	61% **				
	109	84		77	79	56	100	30	125	112	771	96	74	34	0	975				
	E G	G		G	G	g	e G		c E G	E G	-	E G	b c d E G	e G		A c				
Rural area (population: less than 2,000)	17%	4%		14%	19%	7%	20%	1%	11%	16%	12%	15%	19%	19%	0%	39% **				
	77	19		59	81	32	91	5	54	70	489	59	46	28	0	622				
	B E G	g		B e G	B E G h	G	B E G h		b G	B e G	-	B e G	B E G h	B E G h		A				
Prefer not to say	0%	0%		0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0% **				
	1	0		0	0	0	0	3	3	0	7	1	0	0	0	2				
											-									
Effective Column n	230	251		244	247	258	245	332	270	239	2316	448	451	436	2398	1248				
Unweighted base	305	332		323	327	342	324	440	357	317	3067	593	597	578	3176	1653				
Weighted base	449	447		432	439	446	456	553	485	439	4145	395	247	148	3329	1599				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

Q868: Which of the following best describes where you live? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Large City (population: more than 500,000)	29%	20%	21%	17%	18%	22%	27%	19%	20%	**
	106	894	158	125	229	249	145	94	985	
	B								B C f	
Smaller City or Large town (population: 100,000 – 500,000)	25%	20%	25%	22%	22%	20%	17%	18%	21%	**
	91	932	182	161	275	224	92	89	1001	
Medium town (population: 15,000 – 99,999)	23%	27%	25%	26%	28%	28%	24%	24%	26%	**
	84	1221	186	193	356	322	128	120	1285	
Small town (population: 2,000 – 14,999)	16%	20%	20%	20%	20%	18%	19%	24%	20%	**
	58	917	146	150	250	210	102	118	964	
Rural area (population: less than 2,000)	8%	13%	9%	15%	13%	12%	12%	15%	13%	**
	30	593	67	111	165	142	65	72	619	
	a		a							
Prefer not to say	0%	0%	0%	0%	0%	0%	0%	1%	0%	**
	0	9	1	0	1	0	0	6	9	
									b c d	
Effective Column n	255	3396	528	520	949	874	430	350	3605	34
Unweighted base	338	4497	699	689	1257	1157	569	464	4775	45
Weighted base	369	4566	739	741	1276	1147	533	499	4863	52
Columns	A	B	A	B	C	D	E	F	A	B

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

Rurality by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Urban	70%	83%	67%	72%	70%	71%	69%	72%	69%	
	4262	933	3329	1105	1051	1090	1017	2135	2127	
	-	B						b		
Rural	30%	17%	32%	28%	30%	28%	31%	28%	31%	
	1787	188	1599	440	456	435	456	831	956	
	-		A					a		
Unknown	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	7	0	7	0	2	3	3	2	5	
	-									
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

Rurality by Demographics Part 2

Age													Working status	
Column %	SEG													
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Urban	76%	76%	69%	61%	60%	60%	71%	70%	70%	71%	69%	71%	74%	67%
	645	1476	1335	364	806	441	2273	1989	919	1355	888	1101	2248	1985
	c D F	C D F	d F		-		-	-					B	
Rural	24%	24%	31%	39%	40%	40%	29%	30%	30%	29%	31%	29%	26%	33%
	201	458	601	233	527	293	935	852	385	550	406	446	791	993
			a B	A B c	-	A B C	-	-						A
Unknown	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	2	3	2	0	0	0	1	6	0	1	3	3	1	6
					-		-	-						
Effective Column n														
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Rurality by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Urban	63%	79%		71%	68%	82%	63%	94%	67%	62%	73%	62%	53%	59%	100%	0%	**	
	348	436		371	367	456	354	640	396	327	3693	300	161	107	4262	0		
	I	A c d F H I K L M	i k L m	L	A C D F H I K L M	I	A B C D E F H I K L M	L		-	I			B C				
Rural	36%	21%		29%	32%	18%	37%	5%	33%	38%	27%	38%	47%	41%	0%	100%	**	
	200	118		155	175	99	206	35	195	204	1387	185	141	74	0	1787		
	B E G	G	b E G	b E G	G	B E G	B E G	B E G	B c E G	-	B c E G	a B C D E F G H I	B c E G		A C			
Unknown	0%	0%		0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	1	0		0	0	0	0	3	3	0	7	0	0	0	0	0		
Effective Column n																		
	273	300		284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4	
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	549	554		526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Rurality by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Urban	77%	70%	72%	68%	69%	70%	72%	72%	70%	79%		
	312	3950	611	591	972	889	440	759	4090	154		
	b									a		
Rural	23%	30%	28%	32%	31%	30%	28%	27%	30%	21%		
	93	1694	236	282	438	373	175	283	1743	41		
		a							b			
Unknown	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	0	7	1	0	1	0	0	5	7	0		
Effective Column n												
	268	4056	590	583	1014	927	472	739	4175	138		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic & Geographic Weight; Base: All respondents

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

Q87: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes – I am housebound	7%	3%	7%	8%	6%	6%	6%	6%	7%
	405	36	369	125	92	97	90	192	213
	-		A						
No – I am not housebound	93%	97%	93%	92%	94%	94%	94%	94%	93%
	5651	1085	4566	1420	1417	1430	1385	2776	2876
	-	B							
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q87: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 2

	Age						SEG						Working status				
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB		C1	C2	DE	Working	Not working		
Yes – I am housebound	8%	10%	5%	3%	4%	4%	5%	9%	5%	4%	8%	10%	6%	7%			
	66	187	103	18	49	31	145	260	60	85	104	156	186	215			
	d f	C D F			-		-	-			c D	C D					
No – I am not housebound	92%	90%	95%	97%	96%	96%	95%	91%	95%	96%	92%	90%	94%	93%			
	782	1751	1835	580	1283	704	3065	2586	1244	1821	1193	1394	2855	2770			
			B	a B		a B	-	-	e F	E F							
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092			
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092			
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870			
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q87: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes – I am housebound	5%	6%	9%	6%	7%	5%	11%	6%	7%	7%	4%	4%	5%	7%	5%	**	
	30	34	47	33	39	27	77	38	37	361	21	13	10	312	93		
	f k l												b				
No – I am not housebound	95%	94%	91%	94%	93%	95%	89%	94%	93%	93%	96%	96%	95%	93%	95%	**	
	519	520	479	508	515	533	602	556	495	4726	464	289	172	3950	1694		
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q87: Are you unable to leave your home without help, due to illness or disability? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Yes – I am housebound	100%	0%	10%	9%	6%	7%	5%		4%	6%	16%	
	405	0	82	76	92	82	28		44	367	32	
	B		e F	e f							A	
No – I am not housebound	0%	100%	90%	91%	94%	93%	95%		96%	94%	84%	
	0	5651	765	796	1319	1180	588		1003	5473	162	
		A					a b	A b	B			
I prefer not to answer	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%	
	0	0	0	0	0	0	0		0	0	0	
	-	-	-	-	-	-	-		-	-	-	
Effective Column n												
	268	4056	590	583	1014	927	472		739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648		1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616		1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender		
Column %	Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Post	57%	51%	60%	55%	61%	57%	55%	55%	58%	
	1712	629	1083	559	310	572	271	814	898	
	-		A							
Phone call	23%	21%	25%	22%	24%	23%	26%	22%	24%	
	703	252	451	219	122	235	127	331	372	
	-		a							
Text message	25%	17%	30%	27%	21%	25%	23%	24%	25%	
	743	204	540	272	105	254	113	361	383	
	-		A							
Email/ online portal	57%	41%	68%	60%	58%	54%	56%	59%	56%	
	1730	503	1227	613	294	549	275	873	857	
	-		A							
Other	3%	3%	2%	2%	3%	3%	3%	2%	3%	
	81	42	38	19	15	33	13	35	46	
	-									
No preference	5%	4%	5%	4%	4%	7%	3%	5%	4%	
	142	55	87	40	21	67	15	74	69	
	-									
Don't know	0%	0%	1%	0%	1%	0%	1%	0%	1%	
	13	0	13	1	4	3	5	4	9	
	-		a							
Effective Column n										
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													SEG				Working status			
Column %																				
Weighted counts																				
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working						
Post	45%	54%	58%	67%	66%	66%	57%	56%	56%	58%	55%	57%	54%	60%						
	188	524	558	201	441	240	917	795	374	543	359	436	847	861						
		a	A	A b c	-	A b	-	-						a						
Phone call	25%	23%	24%	19%	22%	24%	23%	24%	22%	23%	24%	24%	24%	22%						
	104	225	227	58	146	88	361	342	150	211	159	183	382	316						
Text message	40%	30%	22%	12%	11%	10%	23%	26%	20%	25%	28%	24%	27%	22%						
	169	290	214	35	70	36	375	369	137	237	186	182	427	309						
		b C D F	c D F	d F	-	-	-	-					b							
Email/ online portal	64%	64%	56%	47%	44%	43%	60%	54%	62%	59%	53%	54%	60%	55%						
	272	618	544	140	296	156	967	762	415	552	348	414	943	779						
		c D F	c D F	d f	-	-	-	-					b							
Other	2%	2%	3%	6%	4%	3%	2%	3%	3%	2%	3%	4%	3%	3%						
	8	18	25	17	29	12	35	46	17	18	19	27	45	36						
				b	-	-	-	-												
No preference	3%	5%	6%	3%	4%	5%	4%	5%	3%	5%	3%	6%	5%	4%						
	14	46	54	8	28	20	72	70	21	51	22	48	77	64						
				-	-	-	-	-												
Don't know	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%						
	3	8	2	0	0	0	3	10	2	2	2	7	9	4						
				-	-	-	-	-												
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839						
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422						
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

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

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

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

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons		North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Post		62%	47%		64%	57%	63%	53%	52%	52%	58%	56%	60%	57%	62%	55%	60%	
		155	135		180	145	181	134	187	154	155	1426	144	86	56	1247	463	
Phone call		15%	29%		27%	22%		25%	28%	16%	26%	24%	18%	19%	18%	25%	19%	
		38	83		75	70	64	64	101	48	70	614	44	29	16	556	147	
Text message		17%	16%		28%	31%	29%	23%	31%	23%	30%	26%	21%	16%	23%	26%	22%	
		44	47		79	77	83	59	112	67	80	648	51	24	21	576	166	
Email/ online portal		57%	59%		54%	58%	53%	57%	53%	63%	67%	58%	57%	53%	52%	56%	61%	
		142	168		152	147	153	144	190	189	180	1464	138	80	47	1260	470	
Other		0%	6%		3%	1%	1%	4%	4%	3%	3%	3%	2%	3%	1%	3%	2%	
		1	17		9	3	3	9	13	8	8	70	5	4	1	69	12	
No preference		4%	4%		2%	3%	9%	7%	4%	4%	6%	5%	6%	3%	6%	4%	8%	
		10	13		5	6	26	17	15	11	15	118	15	5	5	83	59	
Don't know		0%	0%		0%	0%	0%	1%	1%	1%	0%	0%	0%	0%	0%	0%	1%	
		1	1		0	1	0	3	2	3	1	12	1	0	0	5	7	
Effective Column n		108	123		116	115	125	114	155	129	117	1102	219	216	209	1192	553	
Unweighted base		183	208		197	195	212	194	262	219	198	1868	372	366	355	2020	938	
Weighted base		250	287		280	253	289	254	360	297	268	2538	242	151	91	2250	769	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Post	48%	57%	56%	58%	63%	54%	54%	54%	54%	56%	70%	
	89	1623	216	226	412	282	156	418	1592	a		
Phone call	37%	22%	25%	18%	25%	21%	25%	25%	23%	30%		
	70	633	98	72	163	110	71	190	646	51		
Text message	20%	25%	23%	20%	26%	28%	32%	22%	26%	3%		
	38	706	89	80	168	146	93	167	735	6		
Email/ online portal	41%	58%	54%	54%	63%	65%	75%	44%	60%	5%		
	77	1653	210	210	414	342	217	338	1717	9		
Other	2%	3%	4%	4%	2%	1%	2%	4%	2%	7%		
	4	76	16	15	11	5	5	28	68	a		
No preference	8%	4%	5%	4%	5%	5%	5%	5%	5%	6%		
	15	127	19	15	31	28	14	35	131	10		
Don't know	1%	0%	0%	1%	0%	0%	0%	0%	0%	1%		
	1	12	1	6	2	2	1	2	12	1		
Effective Column n	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

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

Methodology			Quarter					Gender			
Column %											
Weighted counts											
Column Comparisons			Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Post			54%	49%	57%	53%	52%	56%	53%	52%	55%
			1623	600	1023	539	264	560	261	773	850
			-		a						
Phone call			18%	16%	20%	18%	18%	19%	18%	16%	20%
			550	197	353	179	91	191	90	240	310
			-							a	
Text message			15%	7%	21%	17%	14%	14%	12%	15%	15%
			451	81	370	171	73	146	61	224	227
			-		A						
Email/ online portal			60%	45%	70%	62%	61%	56%	61%	62%	58%
			1811	545	1266	634	309	567	301	914	897
			-		A						
Other			1%	1%	0%	0%	1%	1%	0%	0%	1%
			17	9	9	4	3	10	1	6	11
			-								
No preference			5%	5%	5%	4%	7%	6%	5%	6%	5%
			161	64	97	44	34	59	25	85	76
			-								
Don't know			2%	1%	2%	1%	1%	2%	3%	2%	2%
			48	17	31	10	7	18	14	25	24
			-								
Effective Column n			1747	321	1426	590	294	580	283	843	904
Unweighted base			2961	544	2417	1000	498	983	480	1429	1532
Weighted base			3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A		A	B	A	B	C	D	A	B	

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

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

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

Age													Working status	
SEG														
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Post	46%	53%	54%	58%	59%	59%	53%	54%	51%	55%	51%	51%	57%	51%
	193	517	523	175	391	216	852	771	342	510	339	432	810	879
						a	-	-						a
Phone call	18%	20%	16%	15%	19%	21%	17%	19%	17%	18%	19%	19%	19%	18%
	77	196	153	46	124	77	279	271	115	165	128	143	295	252
							-	-						
Text message	21%	19%	13%	7%	8%	9%	14%	16%	12%	16%	15%	16%	17%	13%
	89	182	127	21	53	32	226	225	79	146	101	124	264	183
	c D F	c D F			-		-	-					b	
Email/ online portal	50%	66%	63%	55%	52%	50%	64%	55%	65%	63%	56%	55%	64%	55%
	214	642	607	165	348	183	1023	788	436	587	371	416	1008	791
		A d F	a f				-	e f	f				B	
Other	0%	1%	0%	2%	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%
	2	5	2	7	8	1	7	10	3	4	1	9	5	12
				c			-	-						
No preference	8%	5%	6%	4%	4%	4%	4%	6%	3%	5%	6%	7%	5%	6%
	36	47	54	12	25	13	71	91	21	49	40	50	78	83
					-		-	-						
Don't know	7%	1%	1%	1%	1%	0%	1%	2%	1%	1%	3%	2%	1%	2%
	28	10	6	3	5	1	13	35	8	6	18	17	18	30
	B C d f				-		-	-						
Effective Column n														
	240	587	565	180	355	174	946	801	406	540	357	444	901	839
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

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

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

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Post	54%	54%	60%	49%	55%	52%	54%	47%	53%	53%	60%	55%	58%	53%	57%	**	
	135	155	167	123	158	131	193	140	143	1344	144	83	52	1182	439		
Phone call	14%	26%	19%	24%	17%	21%	21%	10%	18%	19%	13%	18%	10%	19%	15%	**	
	36	76	53	60	49	54	75	31	48	483	32	27	9	435	115		
Text message	13%	14%	18%	18%	13%	16%	18%	13%	16%	15%	14%	11%	14%	15%	14%	**	
	31	41	50	45	38	39	63	39	43	389	33	16	13	341	109		
Email/ online portal	65%	56%	59%	67%	61%	63%	55%	64%	65%	61%	57%	52%	47%	58%	66%	**	
	162	161	164	168	176	160	196	190	174	1551	138	79	43	1302	508		
Other	0%	1%	2%	1%	0%	0%	0%	2%	0%	1%	0%	0%	0%	1%	0%	**	
	0	2	5	3	0	1	0	7	0	17	0	0	0	15	2		
No preference	4%	3%	2%	3%	10%	4%	6%	5%	7%	5%	8%	3%	8%	5%	7%	**	
	11	9	6	7	29	11	23	15	20	131	19	5	8	106	55		
Don't know	1%	1%	0%	1%	1%	4%	1%	1%	4%	2%	2%	2%	1%	2%	1%	**	
	2	4	1	2	1	11	4	4	11	40	4	4	1	37	10		
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2	
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3	
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Post	51%	54%	53%	57%	57%	51%	50%	53%	53%	53%	75%	
	96	1528	206	222	373	267	144	411	1495	A		
Phone call	29%	18%	22%	17%	19%	17%	16%	18%	18%	18%	24%	
	53	497	86	65	123	89	46	142	504	40		
	b											
Text message	15%	15%	16%	14%	18%	16%	18%	11%	16%	16%	4%	
	28	423	60	56	116	84	53	81	443	b		
Email/ online portal	40%	61%	55%	56%	67%	72%	74%	45%	63%	63%	5%	
	75	1736	213	220	439	378	214	346	1799	9		
		A	f	f	a b F	A B F	A B F		B			
Other	1%	1%	1%	1%	0%	0%	0%	1%	0%	0%	4%	
	2	16	3	3	1	0	1	9	11	A		
No preference	7%	5%	6%	5%	6%	5%	4%	5%	5%	5%	6%	
	13	148	22	21	38	27	11	42	150	11		
Don't know	2%	2%	3%	1%	1%	0%	1%	2%	2%	2%	1%	
	3	45	10	6	9	2	3	19	47	1		
Effective Column n	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons		Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Post		61%	54%	66%	59%	65%	63%	58%	59%	63%
		1851	663	1188	603	328	634	286	875	976
		-		A						
Phone call		19%	19%	18%	17%	18%	20%	20%	18%	20%
		568	236	332	176	91	202	100	268	301
		-								
Text message		12%	6%	16%	13%	11%	12%	10%	12%	12%
		368	75	293	137	57	125	50	179	190
		-		A						
Email/ online portal		48%	37%	56%	50%	49%	45%	50%	50%	47%
		1462	456	1006	513	249	455	245	745	717
		-		A						
Other		1%	2%	1%	1%	0%	2%	1%	1%	1%
		40	26	13	8	1	25	6	22	18
		-	b							
No preference		6%	5%	6%	5%	5%	7%	4%	6%	5%
		169	63	106	53	26	69	21	91	78
		-								
Don't know		1%	1%	1%	1%	1%	2%	2%	1%	1%
		43	17	26	11	4	18	10	21	22
		-								
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age														SEG				Working status			
Column %																					
Weighted counts																					
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Post	48%	59%	62%	74%	72%	71%	61%	61%	60%	62%	60%	62%	57%	67%							
	204	571	595	221	481	260	982	869	401	581	396	474	896	950							
		a	A	A B c	-	A b c	-	-						A							
Phone call	17%	19%	19%	20%	20%	21%	17%	21%	18%	17%	21%	20%	18%	19%							
	70	181	181	60	135	76	275	293	121	154	139	155	292	272							
					-		-	-													
Text message	19%	16%	11%	4%	4%	4%	11%	14%	10%	12%	14%	14%	14%	10%							
	82	154	104	13	28	15	173	195	65	108	89	106	217	147							
		c D F	c D F	d f	-	-	-	-					b								
Email/ online portal	50%	55%	50%	37%	35%	34%	52%	44%	52%	52%	44%	45%	54%	42%							
	210	531	487	111	234	123	832	630	347	485	287	343	849	606							
		d f	D F	d F	-	-	-	-					B								
Other	0%	2%	1%	3%	2%	1%	1%	1%	2%	1%	1%	1%	1%	1%							
	2	15	11	8	12	4	19	20	12	8	9	11	19	20							
					-		-	-													
No preference	8%	5%	5%	4%	5%	6%	5%	6%	3%	6%	6%	6%	5%	6%							
	32	52	50	12	34	22	78	90	21	57	42	48	79	89							
					-		-	-													
Don't know	5%	1%	1%	1%	1%	0%	1%	2%	2%	1%	2%	2%	1%	2%							
	19	10	9	3	5	2	20	24	13	7	12	12	15	28							
		b c f			-		-	-													
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839							
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422							
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428							
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B							

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

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

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

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Post	70%	52%	68%	56%	59%	62%	60%	61%	61%	61%	63%	63%	64%	59%	67%	**			
	175	149	190	143	170	158	217	180	164	1545	153	95	58	1332	519				
										-					a				
Phone call	14%	30%	19%	24%	14%	20%	20%	12%	22%	19%	15%	19%	12%	20%	16%	**			
	35	87	54	60	39	50	73	35	59	492	37	29	11	447	121				
		a e h k								-									
Text message	10%	11%	15%	16%	11%	14%	14%	8%	14%	13%	11%	8%	10%	13%	10%	**			
	25	33	42	40	33	36	50	24	37	319	28	12	9	288	80				
										-									
Email/ online portal	49%	54%	42%	52%	55%	46%	44%	52%	53%	49%	42%	45%	39%	48%	50%	**			
	122	156	118	130	159	117	157	156	142	1256	102	68	35	1075	386				
										-									
Other	0%	1%	4%	2%	0%	1%	2%	3%	0%	1%	0%	1%	0%	2%	1%	**			
	1	3	10	4	0	3	7	8	1	37	1	1	0	34	5				
										-									
No preference	4%	6%	3%	3%	11%	5%	4%	6%	7%	5%	8%	2%	8%	5%	7%	**			
	9	19	9	8	32	13	14	17	19	139	18	4	8	111	57				
										-									
Don't know	0%	1%	0%	2%	1%	2%	2%	1%	2%	1%	1%	1%	1%	2%	1%	**			
	1	4	1	6	3	6	7	3	6	38	3	1	1	36	7				
										-									
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
										-									
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Post	57%	62%	63%	61%	66%	64%	59%	55%	60%	74%		
	105	1746	242	239	436	339	171	424	1719	126		
					f					a		
Phone call	27%	18%	20%	22%	19%	15%	15%	20%	18%	29%		
	50	518	79	85	127	78	42	157	518	49		
	b									a		
Text message	17%	12%	11%	11%	15%	14%	11%	10%	13%	3%		
	31	337	42	45	100	73	31	77	362	6		
									b			
Email/ online portal	41%	49%	43%	43%	53%	56%	62%	40%	51%	3%		
	76	1386	167	169	348	293	178	306	1453	5		
					a b F	a b F	A B F		B			
Other	1%	1%	1%	1%	1%	0%	0%	3%	1%	6%		
	3	37	5	3	6	0	1	24	29	11		
										A		
No preference	5%	6%	6%	4%	6%	5%	5%	6%	6%	5%		
	10	159	22	18	39	29	13	48	160	8		
Don't know	2%	1%	1%	1%	1%	1%	0%	3%	1%	2%		
	3	40	4	3	8	5	1	22	40	3		
Effective Column n												
	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Post		48%	42%	52%	48%	48%	49%	44%	46%	49%
		1442	513	929	488	242	496	216	681	762
	-		A							
Phone call		54%	47%	59%	53%	54%	54%	56%	51%	57%
		1632	578	1054	544	274	540	274	756	876
	-		A						a	
Text message		32%	24%	38%	36%	30%	32%	25%	32%	33%
		970	291	679	368	150	327	125	468	502
	-		A	d						
Email/ online portal		39%	24%	49%	39%	40%	39%	35%	41%	37%
		1176	294	882	401	203	398	174	611	565
	-		A					b		
Other		2%	2%	2%	1%	3%	2%	2%	2%	2%
		57	26	32	12	16	21	10	29	28
	-									
No preference		7%	6%	8%	5%	7%	8%	8%	8%	6%
		210	68	142	55	35	82	38	116	93
	-									
Don't know		1%	0%	1%	1%	0%	0%	1%	1%	1%
		22	5	17	9	2	5	6	13	10
	-									
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													Working status	
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Post	39%	50%	49%	50%	50%	49%	49%	46%	50%	49%	40%	51%	47%	48%
	164	479	470	150	330	180	792	650	333	459	261	389	750	688
	a													
Phone call	45%	51%	58%	55%	59%	62%	54%	54%	54%	54%	55%	53%	51%	57%
	188	489	562	166	392	226	867	765	364	503	361	404	814	809
	a b													
Text message	41%	38%	31%	23%	19%	16%	30%	34%	28%	32%	36%	33%	34%	29%
	175	365	302	70	127	58	484	486	186	298	234	252	544	418
	c D F													
Email/ online portal	47%	44%	37%	30%	29%	29%	41%	37%	41%	40%	37%	37%	41%	36%
	200	423	358	89	194	105	651	524	278	374	245	279	652	514
	c D F													
Other	3%	1%	2%	3%	3%	2%	2%	2%	2%	1%	1%	3%	2%	2%
	13	11	16	10	17	8	25	32	12	13	10	23	25	32
	c D F													
No preference	6%	7%	8%	6%	6%	6%	6%	7%	5%	8%	7%	8%	7%	7%
	23	71	77	17	39	22	104	106	32	72	45	61	111	98
	c D F													
Don't know	1%	1%	1%	0%	0%	0%	1%	1%	0%	1%	0%	1%	1%	1%
	2	13	6	0	1	1	11	12	3	7	3	9	15	8
	c D F													
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

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

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Post	52%	44%		52%	51%	45%	43%	48%	40%	52%	47%	52%	46%	53%	46%	52% **			
	129	127		145	128	129	109	173	119	139	1199	126	70	48	1039	402			
Phone call	50%	59%		57%	66%	46%	56%	47%	46%	62%	54%	51%	59%	54%	55%	51% **			
	126	171		160	166	133	142	168	138	166	1370	124	89	49	1236	395			
				e g h							-								
Text message	27%	27%		36%	33%	36%	35%	40%	25%	42%	33%	27%	22%	23%	33%	29% **			
	68	77		100	83	103	88	142	76	113	850	66	34	21	748	220			
							i			h k l	-								
Email/ online portal	40%	41%		38%	40%	38%	39%	38%	43%	41%	40%	35%	32%	35%	38%	41% **			
	100	117		108	100	111	99	137	129	111	1011	84	49	32	858	316			
Other	0%	7%		2%	1%	0%	2%	1%	3%	2%	2%	1%	2%	0%	2%	2% **			
	0	19		5	2	1	6	4	10	5	51	3	3	0	46	12			
											-								
No preference	7%	4%		4%	6%	15%	5%	6%	8%	8%	7%	8%	5%	4%	6%	11% **			
	18	12		11	14	42	13	23	25	22	180	19	7	4	124	86			
															A				
Don't know	1%	1%		0%	1%	0%	1%	1%	2%	0%	1%	0%	0%	1%	1%	1% **			
	3	4		1	2	1	1	3	5	1	21	1	0	1	16	5			
											-								
Effective Column n	108	123		116	115	125	114	155	129	117	1102	219	216	209	1192	553			
																2			
Unweighted base	183	208		197	195	212	194	262	219	198	1868	372	366	355	2020	938			
Weighted base	250	287		280	253	289	254	360	297	268	2538	242	151	91	2250	769			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Post	39% 72	48% 1370	46% 176	51% 198	51% 337	50% 263	55% 158		40% 309	47% 1346	56% 95	
					f		f					
Phone call	52% 97	54% 1534	55% 211	54% 212	58% 383	53% 281	56% 163		50% 382	54% 1528	56% 95	
Text message	27% 50	32% 919	31% 121	28% 108	36% 239	37% 197	40% 117		24% 188	34% 964	3% 6	
					b f	b F	b f			B		
Email/ online portal	34% 63	39% 1112	39% 149	37% 147	43% 286	46% 245	50% 144		27% 206	41% 1170	2% 3	
		f	f		F	b F	a b F			B		
Other	4% 7	2% 50	4% 14	3% 10	1% 6	1% 5	2% 5		2% 17	2% 51	4% 7	
No preference	6% 12	7% 198	9% 36	6% 22	8% 50	7% 35	7% 20		6% 47	7% 204	3% 5	
Don't know	1% 1	1% 21	0% 1	1% 4	0% 2	1% 4	0% 1		1% 10	1% 21	1% 1	
Effective Column n	110	1636	240	232	426	365	185		299	1687	55	
Unweighted base	187	2774	407	393	722	618	314		507	2860	94	
Weighted base	186	2836	385	391	659	527	289		770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Post		40%	38%	41%	37%	41%	43%	39%	40%	40%
-		1210	467	743	381	207	431	191	590	620
Phone call		16%	16%	16%	16%	16%	16%	15%	18%	15%
-		485	199	287	168	80	165	73	261	224
Text message		20%	14%	23%	20%	16%	21%	19%	21%	18%
-		590	177	413	207	83	208	92	316	273
Email/ online portal		57%	44%	66%	59%	61%	54%	56%	57%	57%
-		1728	538	1190	605	307	543	272	844	884
Other		1%	1%	1%	1%	0%	1%	1%	1%	1%
-		30	11	18	11	2	14	3	16	14
No preference		10%	10%	10%	10%	9%	11%	9%	11%	9%
-		300	122	178	98	47	112	42	162	137
Don't know		5%	4%	6%	5%	4%	5%	9%	4%	7%
-		166	50	116	52	21	50	44	62	104
Effective Column n		-	a						a	
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													SEG										Working status					
Column %																												
Weighted counts																												
Column Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Post	30%		39%		39%		47%		50%		52%		42%		38%		43%		41%		38%		39%		38%		40%	
	126		377		376		140		331		191		666		544		286		380		248		296		601		606	
	a		a		a		A		A b c		-		-		-		-		-		-		-		-		-	
Phone call	18%		16%		15%		18%		18%		17%		16%		16%		17%		16%		17%		15%		18%		14%	
	74		152		143		54		117		63		263		223		115		147		110		112		280		204	
	-		-		-		-		-		-		-		-		-		-		-		-		-		-	
Text message	34%		24%		17%		9%		8%		8%		19%		21%		18%		19%		23%		19%		22%		17%	
	145		228		164		26		53		28		299		291		121		177		148		143		348		236	
	b c D F		c D F		d f		-		-		-		-		-		-		-		-		-		b		-	
Email/ online portal	68%		62%		58%		45%		42%		38%		63%		51%		65%		61%		54%		48%		62%		52%	
	289		597		566		136		277		141		1005		723		437		568		355		368		978		743	
	c D F		D F		d f		-		-		-		-		e f		F		-		-		B		-		-	
Other	1%		1%		0%		3%		2%		0%		1%		1%		1%		1%		1%		2%		1%		1%	
	4		11		3		10		11		2		13		16		7		7		5		12		12		17	
	-		-		-		c		-		-		-		-		-		-		-		-		-		-	
No preference	5%		9%		12%		9%		11%		13%		9%		11%		7%		10%		11%		12%		9%		11%	
	20		90		115		28		75		47		139		161		48		91		71		90		147		152	
	-		-		a		-		-		a		-		-		-		-		-		-		-		-	
Don't know	2%		4%		6%		7%		8%		8%		4%		7%		3%		5%		5%		9%		4%		7%	
	10		42		63		22		52		30		64		102		21		43		36		66		59		107	
	-		-		a		a		-		a		-		-		-		-		c d		-		A		-	
Effective Column n	240		587		565		180		355		174		946		801		406		540		357		444		901		839	
	-		-		-		-		-		-		-		-		-		-		-		-		-		-	
Unweighted base	407		995		958		306		601		295		1603		1358		688		915		606		752		1527		1422	
Weighted base	423		967		967		300		665		365		1602		1420		670		932		659		762		1582		1428	
Columns	A		B		C		D		E		F		A		B		C		D		E		F		A		B	
	-		-		-		-		-		-		-		-		-		-		-		-		-		-	

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

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

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

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Post	39%	37%	44%	37%	39%	42%	41%	35%	45%	40%	39%	42%	42%	39%	44%	**		
	98	108	123	95	112	108	147	103	120	1014	95	63	38	874	336			
Phone call	12%	21%	17%	22%	12%	19%	14%	12%	21%	17%	12%	16%	10%	17%	14%	**		
	31	62	48	57	34	48	51	36	56	422	30	25	9	381	105			
Text message	17%	17%	22%	21%	21%	19%	22%	18%	24%	20%	16%	16%	21%	21%	15%	**		
	43	49	62	52	60	49	78	53	63	509	38	24	19	472	118			
Email/ online portal	55%	56%	54%	61%	57%	56%	59%	63%	63%	58%	53%	50%	48%	57%	59%	**		
	137	162	150	155	165	143	211	188	170	1481	128	76	43	1273	453			
Other	0%	0%	1%	2%	0%	1%	1%	2%	1%	1%	1%	1%	1%	1%	0%	**		
	1	1	4	5	0	3	3	6	2	26	2	2	1	27	3			
No preference	8%	7%	5%	8%	17%	7%	11%	14%	11%	10%	13%	7%	9%	9%	12%	**		
	19	19	14	20	48	17	41	40	30	250	31	10	8	208	91			
Don't know	11%	7%	7%	3%	3%	6%	3%	4%	5%	5%	8%	5%	9%	5%	6%	**		
	27	19	18	6	10	15	11	10	14	132	18	8	8	119	46			
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Post	38% 71	40% 1139	37% 143	38% 147	43% 284	39% 206	38% 111	41% 319	39% 1101	64% 109		
										A		
Phone call	23% 43	16% 443	16% 62	17% 66	15% 98	15% 77	16% 46	18% 136	15% 434	30% 51		
	b									A		
Text message	16% 30	20% 560	18% 70	15% 58	22% 147	23% 120	22% 64	17% 132	20% 580	5% 9		
									B			
Email/ online portal	42% 78	58% 1650	50% 192	52% 202	62% 411	68% 360	75% 217	45% 346	61% 1721	3% 4		
		a			a b F	A B F	A B c F		B			
Other	1% 1	1% 29	1% 4	2% 7	1% 5	0% 2	0% 1	1% 10	1% 23	4% 7		
										a		
No preference	13% 24	10% 275	12% 47	7% 28	10% 66	9% 49	9% 25	11% 84	10% 274	11% 19		
Don't know	5% 10	6% 156	7% 28	10% 39	6% 42	2% 13	2% 7	5% 37	5% 154	7% 12		
			d	D e	d							
Effective Column n	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

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

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
	Post	40%	38%	41%	40%	46%	38%	39%	40%	40%
		523	120	404	174	109	161	79	255	269
		-								
Phone	5%	8%	5%	5%	5%	4%	9%	5%	6%	
	72	26	46	23	12	17	19	29	43	
	-	b								
Text	10%	14%	8%	10%	7%	10%	12%	9%	10%	
	128	45	82	45	16	42	25	58	70	
	-	b								
Email	44%	39%	46%	44%	42%	48%	40%	45%	44%	
	581	124	457	194	101	206	81	284	297	
	-									
Other	0%	1%	0%	1%	1%	0%	0%	1%	0%	
	6	3	3	3	1	1	0	5	1	
	-									
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	
Effective Column n										
	940	85	856	299	169	317	156	441	500	
Unweighted base	1473	133	1340	468	264	497	244	690	783	
Weighted base	1309	318	992	439	239	427	204	630	680	
Columns	A	A	B	A	B	C	D	A	B	

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

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

	Age										SEG										Working status			
Column %																								
Weighted counts																								
Column																								
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Post	34%	36%	41%	46%	50%	54%	39%	42%	36%	40%	46%	38%	39%	41%										
	68	166	168	50	121	71	267	256	98	169	126	130	275	247										
						a b																		
Phone	6%	7%	3%	6%	8%	9%	3%	8%	2%	4%	9%	7%	6%	5%										
	11	32	11	6	18	12	24	48	7	17	23	25	39	33										
Text	14%	13%	8%	6%	4%	2%	7%	12%	10%	6%	13%	12%	10%	9%										
	28	59	31	6	9	3	52	76	26	26	36	40	72	54										
	f	f									d	d												
Email	46%	44%	48%	43%	37%	32%	50%	38%	51%	50%	33%	42%	45%	44%										
	91	205	196	47	89	42	347	234	138	210	90	143	315	261										
									e	E														
Other	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	0%	1%	0%	1%										
	0	1	2	0	3	3	3	2	3	1	0	2	1	5										
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%										
	0	0	0	0	0	0	0	0	0	0	0	0	0	0										
	-	-	-	-	-	-	-	-	-	-	-	-	-	-										
Effective Column n																								
	137	336	311	85	157	72	514	426	211	303	193	234	501	435										
Unweighted base	214	526	487	133	246	113	805	668	331	474	302	366	784	682										
Weighted base	198	463	408	110	241	131	693	616	272	421	276	340	702	600										
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B										

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep, Nov 2018)

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

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

UK nation																	Rurality				
Column %																					
Weighted counts																					
Column																					
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Post	41%	44%	48%	30%	46%	47%	39%	38%	33%	40%	39%	35%	36%	40%	41%	**					
	38	54	63	37	58	50	62	42	50	455	38	17	13	377	146						
Phone	3%	8%	10%	11%	3%	5%	6%	4%	2%	6%	2%	6%	5%	6%	4%	**					
	2	9	13	14	4	5	10	5	4	65	2	3	2	57	15						
Text	8%	6%	10%	13%	9%	7%	11%	10%	14%	10%	8%	7%	9%	11%	7%	**					
	8	8	13	16	11	8	17	11	22	113	8	4	3	103	24						
Email	48%	39%	32%	47%	42%	41%	44%	48%	50%	43%	51%	50%	49%	44%	47%	**					
	44	49	42	58	52	44	69	54	77	489	50	24	18	416	165						
Other	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	**					
	0	4	0	0	0	0	1	0	0	4	0	1	0	2	4						
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**					
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0						
Effective Column n	54	63	68	70	70	64	85	65	70	608	118	97	117	639	301	1					
Unweighted base	85	98	106	109	110	101	133	102	109	953	185	152	183	1001	471	1					
Weighted base	92	124	131	124	125	107	159	112	153	1127	99	48	36	954	354	1					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

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

<div> <div>Q87: Inability to leave home without help, due to illness or disability</div> <div>QJ6: Annual household income</div> <div>QJ2: Internet usage</div> </div>											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Post	30%	41%	41%	43%	46%	36%	33%	38%	39% **		
	21	502	72	64	152	88	53	94	499		
Phone	18%	5%	6%	4%	5%	5%	2%	10%	5% **		
	13	59	11	6	17	12	3	24	61		
	B										
Text	14%	10%	7%	11%	9%	10%	9%	13%	10% **		
	10	118	12	16	29	25	14	31	126		
Email	38%	45%	46%	40%	40%	49%	55%	39%	46% **		
	27	554	81	61	134	121	88	96	579		
									B		
Other	0%	0%	1%	2%	0%	0%	0%	0%	0% **		
	0	6	1	3	0	0	1	0	6		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0% **		
	0	0	0	0	0	0	0	0	0		
Effective Column n											
	54	886	129	112	259	206	117	117	929	10	
Unweighted base	85	1388	202	175	405	323	184	184	1455	15	
Weighted base	71	1238	177	150	332	246	159	245	1271	35	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep, Nov 2018)

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Post	41%	47%	40%	40%	35%	45%	40%	42%	40%	
	459	104	355	152	67	171	70	229	230	
	-									
Phone call	4%	5%	4%	6%	4%	3%	3%	4%	5%	
	47	10	37	22	8	12	6	19	28	
	-									
Text message	4%	4%	3%	6%	3%	2%	3%	4%	3%	
	40	9	30	21	5	9	4	23	16	
	-									
Email/ online portal	51%	45%	53%	49%	58%	49%	54%	50%	53%	
	576	99	477	184	111	188	93	270	306	
	-		a							
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-	-	-	-	-	-	-	-	-	
Effective Column n										
	855	62	793	277	143	294	140	407	448	
Unweighted base	1282	93	1189	416	215	441	210	610	672	
Weighted base	1122	223	899	379	190	381	172	541	581	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Post	44%	41%	41%	35%	40%	45%	37%	46%	38%	36%	49%	43%	40%	42%												
	59	172	138	36	90	55	221	238	89	132	111	127	240	216												
					-		-				d															
Phone call	10%	3%	2%	4%	5%	6%	4%	4%	3%	5%	4%	5%	4%	4%												
	13	15	7	4	12	7	25	22	6	19	8	14	24	23												
	b c				-		-																			
Text message	10%	5%	1%	1%	1%	1%	3%	4%	2%	3%	5%	4%	4%	4%												
	14	19	4	1	2	1	18	21	5	13	10	11	25	15												
	b C d f	c			-		-																			
Email/ online portal	36%	51%	56%	60%	54%	49%	56%	46%	57%	56%	43%	48%	52%	51%												
	49	215	191	62	122	59	338	239	132	206	98	140	311	261												
	a	a	a	a	-		-		e	e																
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%												
	0	0	0	0	0	0	0	0	0	0	0	0	0	0												
	-	-	-	-	-	-	-	-	-	-	-	-	-	-												
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%												
	0	0	0	0	0	0	0	0	0	0	0	0	0	0												
	-	-	-	-	-	-	-	-	-	-	-	-	-	-												
Effective Column n																										
	104	320	277	80	153	73	466	390	190	275	177	212	454	396												
Unweighted base	156	480	416	120	230	110	698	584	285	413	266	318	681	594												
Weighted base	136	420	340	104	225	122	602	520	233	369	228	292	600	515												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep, Nov 2018)

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

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

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Post	38%	46%	42%	37%	37%	43%	35%	45%	43%	41%	39%	47%	43%	41%	41%	**		
	32	51	49	40	40	45	46	40	50	394	34	20	11	320	138			
										-								
Phone call	4%	5%	3%	7%	2%	6%	5%	7%	2%	4%	2%	5%	6%	4%	4%	**		
	3	5	3	7	2	6	7	6	2	42	2	2	2	35	12			
										-								
Text message	3%	4%	5%	6%	3%	0%	4%	4%	5%	4%	1%	1%	5%	4%	1%	**		
	3	4	6	6	3	0	5	3	6	37	1	1	1	35	5			
										-				b				
Email/ online portal	55%	45%	50%	51%	58%	51%	55%	44%	50%	51%	58%	47%	45%	50%	54%	**		
	46	50	59	55	62	53	72	38	58	493	52	20	12	395	181			
										-								
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Effective Column n																		
	52	61	65	61	65	66	77	58	61	566	113	89	88	571	283	1		
Unweighted base	78	91	97	92	97	99	115	87	92	848	169	133	132	856	425	1		
Weighted base	84	110	118	108	107	104	129	88	116	966	89	42	26	784	337	1		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Post	46%	41%	40%	40%	48%	35%	31%		45%	40% **	
	29	430	57	58	142	78	38		87	435	
Phone call	6%	4%	8%	6%	3%	4%	3%		4%	4% **	
	4	43	11	8	8	9	4		7	45	
Text message	6%	3%	3%	8%	3%	3%	3%		2%	4% **	
	4	36	4	12	10	6	4		4	40	
Email/ online portal	42%	52%	50%	47%	46%	58%	63%		49%	52% **	
	26	550	71	68	138	129	77		94	573	
Other	0%	0%	0%	0%	0%	0%	0%		0%	0% **	
	0	0	0	0	0	0	0		0	0	
No preference	0%	0%	0%	0%	0%	0%	0%		0%	0% **	
	0	0	0	0	0	0	0		0	0	
Effective Column n	48	807	114	112	235	191	105		99	845	
Unweighted base	72	1210	171	168	352	286	157		148	1267	
Weighted base	63	1059	144	145	298	221	122		192	1092	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Post	58%	58%	58%	55%	57%	59%	60%	56%	59%	
	585	132	453	184	102	208	92	277	308	
	-									
Phone call	5%	5%	4%	7%	3%	4%	4%	5%	4%	
	46	12	34	23	6	12	5	24	22	
	-									
Text message	3%	4%	2%	4%	2%	2%	2%	4%	2%	
	27	9	18	14	4	6	3	19	8	
	-									
Email/ online portal	35%	33%	36%	34%	38%	35%	34%	35%	35%	
	358	76	281	116	67	123	52	172	185	
	-									
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-									
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	0	0	0	0	0	0	0	0	0	
	-									
Effective Column n										
	729	59	670	223	130	253	122	346	383	
	-									
Unweighted base	1132	92	1040	347	202	393	190	538	594	
Weighted base	1016	229	786	336	179	350	152	492	524	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG						Working status			
Column %																							
Weighted counts																							
Column Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
Post	50%	51%	61%	68%	67%	67%	53%	63%	49%	55%	62%	64%	54%	62%									
	61	190	202	64	133	69	285	300	103	181	129	171	293										
					-		-					c								a			
Phone call	6%	5%	3%	5%	7%	8%	5%	4%	5%	5%	5%	4%	4%										
	7	17	9	5	13	8	26	20	11	15	10	11	21								5%		
							-																
Text message	10%	3%	1%	1%	0%	0%	2%	3%	2%	2%	3%	3%	3%										
	12	9	5	1	1	0	11	16	4	7	7	9	14								13%		
	b c f				-		-																
Email/ online portal	34%	41%	34%	25%	26%	26%	41%	29%	43%	39%	30%	28%	39%										
	42	152	113	24	51	27	219	139	91	128	64	75	212								142		
					-		-		e f	f			b										
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%										
	0	0	0	0	0	0	0	0	0	0	0	0	0								0%		
	-	-	-	-	-	-	-	-	-	-	-	-	-								0%		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%										
	0	0	0	0	0	0	0	0	0	0	0	0	0								0%		
	-	-	-	-	-	-	-	-	-	-	-	-	-								0%		
Effective Column n																							
	88	269	248	63	124	61	393	336	156	237	150	186	388								337		
Unweighted base	137	417	385	98	193	95	610	522	242	368	233	289	603								523		
Weighted base	121	369	329	93	197	104	541	475	209	332	210	266	541								470		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep, Nov 2018)

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

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

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Post	57%	55%	69%	56%	60%	61%	54%	55%	56%	58%	54%	54%	56%	58%	56%	**			
	46	61	71	56	55	53	60	49	63	514	37	21	13	424	161				
Phone call	3%	8%	5%	4%	4%	3%	6%	2%	5%	5%	6%	4%	2%	4%	5%	**			
	2	9	5	4	3	2	6	2	6	40	4	2	1	33	14				
Text message	2%	0%	6%	4%	1%	2%	3%	1%	5%	3%	1%	2%	4%	3%	2%	**			
	2	0	7	4	1	2	3	1	5	24	1	1	1	21	6				
Email/ online portal	38%	36%	19%	36%	36%	34%	38%	42%	34%	35%	39%	40%	38%	34%	37%	**			
	31	40	20	36	33	29	41	37	38	306	27	16	9	251	107				
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
Effective Column n																			
	46	57	53	56	54	52	66	51	54	489	89	78	73	495	234	0			
Unweighted base	71	88	83	87	84	81	103	79	84	760	138	121	113	768	364	0			
Weighted base	82	110	103	100	93	86	110	89	112	885	69	39	23	728	288	0			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Post	52%	58%	60%	58%	63%	51%	50%	60%	57%	**	
	35	550	76	69	171	102	55	112	554		
Phone call	9%	4%	5%	9%	5%	3%	1%	5%	5%	**	
	6	40	6	11	13	6	2	9	45		
Text message	0%	3%	3%	6%	2%	2%	2%	1%	3%	**	
	0	27	4	8	5	5	3	3	26		
Email/ online portal	39%	35%	32%	26%	31%	43%	46%	35%	36%	**	
	27	331	41	31	84	87	50	65	354		
Other	0%	0%	0%	0%	0%	b	b	0%	b	0% **	
	0	0	0	0	0	0	0	0	0		
No preference	-	-	-	-	-	-	-	-	-	0% **	
	0	0	0	0	0	0	0	0	0		
Effective Column n	50	679	100	86	207	167	80	89	719	8	
Unweighted base	78	1054	155	134	321	259	125	138	1116	13	
Weighted base	68	948	127	119	273	200	109	189	979	33	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who would be happy to receive communications from an organisation via multiple channels (excl. Jan, Mar, May, Jul, Sep, Nov 2018)

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

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

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Post	30%	24%	32%	30%	34%	27%	30%	30%	29%
	421	92	329	153	83	127	59	207	215
	-		a						
Phone call	34%	39%	32%	30%	35%	34%	40%	32%	35%
	477	148	329	152	83	162	80	223	254
	-	b							
Text message	18%	22%	16%	21%	11%	21%	12%	16%	20%
	253	83	171	105	26	99	24	110	144
	-		b d		b d				
Email/ online portal	18%	15%	19%	18%	19%	18%	17%	21%	15%
	259	57	202	93	45	87	34	147	112
	-						b		
Other	1%	1%	1%	1%	2%	0%	0%	1%	1%
	13	3	11	6	5	2	1	8	6
	-								
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-								
Effective Column n									
	970	97	873	323	165	335	146	452	518
Unweighted base	1556	155	1401	519	265	538	234	725	831
Weighted base	1424	382	1042	508	241	476	198	694	730
Columns	A	A	B	A	B	C	D	A	B

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

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons																									
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Post	24%	28%	31%	29%	35%	39%	30%	29%	28%	31%	28%	30%	29%	31%											
	48	136	143	36	95	58	232	189	90	142	77	113	215	206											
Phone call	29%	29%	36%	45%	40%	37%	34%	33%	38%	31%	37%	30%	32%	35%											
	59	145	163	56	111	55	261	216	120	140	103	114	240	234											
Text message	25%	24%	14%	14%	9%	5%	15%	21%	13%	17%	21%	21%	20%	15%											
	49	117	63	17	25	8	118	136	40	78	57	79	149	102											
Email/ online portal	C F	C F	f																						
	22%	19%	18%	13%	14%	15%	20%	17%	20%	20%	14%	18%	19%	17%											
	44	93	84	16	38	23	150	109	62	88	39	70	141	115											
Other	1%	0%	1%	0%	2%	3%	1%	1%	1%	0%	1%	1%	1%	1%											
	1	2	5	0	5	5	7	6	5	2	2	5	4	9											
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%											
	0	0	0	0	0	0	0	0	0	0	0	0	0	0											
Effective Column n																									
	133	344	325	88	168	79	533	437	232	301	187	250	510	455											
Unweighted base	213	552	522	142	269	127	855	701	372	483	300	401	818	730											
Weighted base	201	492	457	125	274	149	768	656	317	450	277	379	749	666											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Post	33%	34%	31%	27%	21%	33%	34%	27%	27%	30%	33%	33%	25%	25%	29%	30% **	
	36	48	47	39	27	38	55	33	44	366	32	14	9	307	114		
Phone call	27%	29%	30%	41%	41%	29%	23%	32%	41%	33%	33%	41%	48%	32%	36%	**	
	30	42	45	59	53	34	37	39	66	404	33	23	17	337	138		
Text message	13%	10%	23%	16%	22%	16%	27%	19%	19%	19%	14%	11%	10%	20%	12%	**	
	14	14	34	23	28	18	44	24	31	230	14	6	4	207	47		
Email/ online portal	27%	23%	15%	15%	16%	20%	17%	21%	11%	18%	20%	22%	17%	18%	20%	**	
	30	33	22	22	20	22	27	25	18	220	20	12	6	184	75		
Other	0%	4%	1%	0%	1%	2%	0%	1%	1%	1%	0%	2%	0%	1%	2%	**	
	0	6	1	0	1	2	0	2	1	12	0	1	0	6	7		
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Effective Column n	60	68	74	74	69	66	83	67	72	632	118	106	113	657	312	1	
Unweighted base	96	109	119	119	110	106	133	108	115	1015	190	170	181	1054	501	1	
Weighted base	110	143	149	143	129	114	163	123	159	1232	99	56	36	1041	382	1	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Post	36% 26	29% 395	23% 45	32% 57	36% 131	28% 78	27% 46	27% 65	29% 395	**	
Phone call	26% 19	34% 458	33% 64	37% 64	32% 117	29% 81	35% 60	38% 90	34% 465	**	
Text message	14% 10	18% 243	23% 44	11% 20	16% 58	22% 62	16% 27	18% 43	18% 253	**	
Email/ online portal	21% 15	18% 244	20% 39	15% 26	15% 55	22% 62	22% 37	16% 39	18% 256	**	
Other	3% 2	1% 11	1% 2	5% 8	1% 2	0% 0	1% 1	0% 0	1% 13	**	
No preference	0% 0	0% 0	0% 0	c d	0% 0	0% 0	0% 0	0% 0	0% 0	**	
Effective Column n	54	916	128	121	264	224	120	113	958	10	
Unweighted base	86	1470	205	194	424	360	192	181	1538	16	
Weighted base	73	1351	193	176	363	284	171	237	1383	39	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons		Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Post		25%	31%	23%	27%	24%	23%	27%	27%	23%
		248	73	174	88	40	80	39	140	108
		-	b							
Phone call		6%	11%	5%	9%	3%	6%	3%	7%	5%
		62	27	35	31	5	21	5	36	25
		-	b							
Text message		12%	16%	11%	11%	12%	14%	12%	10%	14%
		120	38	82	36	20	47	18	51	69
		-								
Email/ online portal		56%	42%	61%	53%	61%	57%	57%	55%	58%
		557	98	459	177	103	195	83	283	275
		-		A						
Other		0%	0%	0%	0%	0%	0%	0%	0%	0%
		0	0	0	0	0	0	0	0	0
		-								
No preference		0%	0%	0%	0%	0%	0%	0%	0%	0%
		0	0	0	0	0	0	0	0	0
		-		-	-	-	-	-	-	-
Effective Column n										
		696	59	637	219	121	246	111	345	352
Unweighted base		1103	94	1009	347	191	389	176	546	557
Weighted base		987	236	751	331	168	343	144	510	477
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Post	10%	22%	29%	40%	37%	35%	25%	25%	28%	23%	24%	27%	23%	28%												
	15	75	87	35	70	35	139	109	66	73	51	58	126	122												
	a		A	A b	-	A b	-	-																		
Phone call	10%	5%	4%	7%	10%	12%	7%	5%	7%	7%	7%	4%	5%	8%												
	15	17	11	6	18	12	39	22	16	23	14	8	26	34												
Text message	26%	14%	7%	6%	5%	4%	9%	16%	8%	10%	19%	13%	14%	10%												
	41	49	22	5	9	4	52	69	19	32	41	27	78	42												
	b C d F	c f		-	-	-	-	-			c d															
Email/ online portal	55%	59%	60%	47%	48%	49%	59%	53%	57%	60%	50%	57%	58%	55%												
	87	202	178	41	90	49	329	229	134	195	107	122	315	239												
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%												
	0	0	0	0	0	0	0	0	0	0	0	0	0	0												
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%												
	0	0	0	0	0	0	0	0	0	0	0	0	0	0												
Effective Column n																										
	109	255	217	61	116	54	400	296	174	227	148	148	381	312												
Unweighted base	172	404	344	97	183	86	634	469	275	359	234	235	603	495												
Weighted base	158	344	298	87	187	99	559	428	235	323	213	215	546	436												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

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

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

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Post	23%	34%		21%	14%	17%	41%	24%	21%	32%	25%	27%	24%	16%	26%	24%	**	
	17	32		20	13	16	34	25	21	38	217	18	9	4	183	64		
Phone call	4%	6%		5%	12%	9%	1%	10%	4%	5%	6%	4%	8%	3%	7%	3%	**	
	3	5		5	11	9	1	11	4	7	55	3	3	1	53	8		
Text message	17%	10%		14%	16%	12%	14%	13%	6%	10%	12%	9%	14%	18%	13%	10%	**	
	13	9		13	15	11	12	14	6	12	105	6	5	5	93	27		
Email/ online portal	56%	50%		60%	58%	62%	44%	53%	69%	53%	56%	60%	53%	63%	54%	63%	**	
	40	47		56	53	58	37	58	68	64	481	40	20	16	389	168		
Other	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	**	
	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0		
No preference	0%	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0		0	0	0	0	0	0	0	0	0	0	0	0	0		
Effective Column n	44	47		47	50	54	49	61	54	56	462	81	71	82	480	217	0	
Unweighted base	69	75		75	80	85	78	96	86	88	732	129	112	130	760	343	0	
Weighted base	72	93		94	92	94	84	108	99	121	858	66	38	25	719	268	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Post	18%	25%	27%	30%	24%	22%	21%	29%	24%	**	
	10	238	30	29	62	47	24	56	226		
Phone call	23%	5%	7%	7%	7%	3%	4%	9%	5%	**	
	12	49	8	7	18	6	4	17	51		
Text message	B	12%	12%	8%	6%	13%	14%	9%	16%	12%	**
	6	114	9	6	35	29	10	31	119		
Email/ online portal	47%	57%	58%	57%	56%	61%	66%	46%	58%	**	
	25	532	65	55	148	128	73	88	555	B	
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	
No preference	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	0	0	0	0	0	0	
Effective Column n											
	37	659	80	71	193	175	87	90	686	9	
Unweighted base	59	1044	127	113	305	277	138	143	1087	15	
Weighted base	53	934	111	98	264	210	111	192	951	34	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

		Methodology		Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	56%	64%	50%	55%	53%	59%	54%	54%	58%	
	1688	781	907	561	266	598	262	792	895	
	-	B								
Slightly agree	31%	25%	34%	31%	33%	29%	32%	32%	30%	
	926	309	617	315	165	289	156	469	457	
	-		A							
Neither agree nor disagree	10%	7%	11%	10%	11%	8%	11%	10%	9%	
	294	88	205	97	55	85	56	154	139	
	-		a							
Slightly disagree	2%	2%	2%	3%	2%	2%	2%	3%	2%	
	67	28	40	29	11	20	7	43	25	
	-									
Strongly disagree	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	40	14	25	12	6	15	7	17	22	
	-									
I don't know	0%	0%	0%	0%	1%	0%	0%	0%	0%	
	8	3	5	3	3	0	1	5	3	
	-									
NET: Agree	86%	89%	85%	86%	85%	88%	85%	85%	88%	
	2614	1090	1523	877	431	888	418	1261	1352	
	-	b								
NET: Disagree	4%	3%	4%	4%	3%	3%	3%	4%	3%	
	107	42	65	41	17	35	14	60	47	
	-									
Effective Column n										
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG										Working status		
Column %	Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Strongly agree	35%	48%	62%	71%	71%	72%	60%	52%	59%	60%	52%	51%	53%	59%												
	149	466	598	211	475	264	955	733	397	558	345	388	843	838												
Slightly agree	40%	36%	28%	20%	21%	22%	30%	32%	30%	32%	31%	32%	32%	29%												
	168	344	275	59	139	79	477	449	200	277	205	244	513	411												
Neither agree nor disagree	c D F	c D F	d	-	-	-	-	-	-	-	-	-	-	-												
	16%	13%	7%	6%	5%	5%	8%	12%	8%	8%	11%	13%	11%	8%												
Slightly disagree	68	123	68	18	35	17	122	171	52	70	75	97	172	118												
	C d F	c d f	-	-	-	-	-	-	-	-	-	d	-	-												
Strongly disagree	6%	3%	1%	1%	0%	0%	2%	3%	2%	2%	4%	2%	2%	2%												
	27	24	13	2	3	1	25	42	10	15	26	17	33	34												
I don't know	b C d f	-	-	-	-	-	-	-	-	-	-	-	-	-												
	2%	1%	1%	3%	2%	1%	1%	1%	2%	1%	1%	2%	1%	2%												
NET: Agree	7	7	11	9	14	4	20	19	11	10	5	14	15	24												
	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%												
NET: Disagree	4	2	1	0	0	0	2	5	0	2	3	3	6	2												
	75%	84%	90%	90%	92%	94%	89%	83%	89%	90%	84%	83%	86%	88%												
Effective Column n	317	810	873	270	614	343	1432	1182	597	834	550	632	1356	1250												
	a	Ab	Ab	-	AB	-	-	ef	ef	-	-	-	-	-												
Unweighted base	8%	3%	3%	4%	2%	1%	3%	4%	3%	3%	5%	4%	3%	4%												
	34	32	24	11	16	5	46	61	21	25	31	31	48	58												
Weighted base	b c f	-	-	-	-	-	-	-	-	-	-	-	-	-												
	240	587	565	180	355	174	946	801	406	540	357	444	901	839												
Columns	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422												
	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428												
	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

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

Column %	UK nation															Rurality			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England		London/Greater London		South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Strongly agree	49%	60%		60%	55%	49%	51%	43%	62%	64%	54%	64%	66%	57%	51%	1207	54%	62% **	
	123	171		167	139	140	128	155	185	171	1381	156	100	51				480	
		g		g					g	e g	-	a e f g	a e g			a			
Slightly agree	34%	29%		24%	25%	34%	33%	40%	27%	28%	31%	30%	25%	37%	32%	28%	**		
	86	83		66	62	99	85	145	80	75	781	73	38	34	712	213			
Neither agree nor disagree	16%	8%		13%	10%	12%	11%	14%	7%	6%	11%	3%	7%	5%	11%	7%	**		
	39	22		38	25	33	28	49	20	17	272	6	11	5	240	53			
	K		k		k		k		k		-								
Slightly disagree	0%	3%		3%	6%	4%	3%	2%	1%	1%	2%	2%	1%	0%	3%	1%	**		
	1	8		7	14	12	7	6	4	2	61	4	2	0	58	10			
										-									
Strongly disagree	1%	1%		0%	4%	1%	1%	1%	3%	1%	1%	1%	1%	0%	1%	1%	**		
	2	3		1	10	3	3	3	7	3	36	2	1	0	29	10			
										-									
I don't know	0%	0%		0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0		1	2	0	3	1	0	0	7	0	0	0	4	3			
										-									
NET: Agree	83%	89%		83%	79%	83%	84%	83%	89%	92%	85%	95%	91%	94%	85%	90%	**		
	209	254		233	201	240	213	300	265	246	2162	229	138	85	1919	693			
									d	-	a c D e f g				a				
NET: Disagree	1%	4%		3%	10%	5%	4%	3%	4%	2%	4%	3%	2%	1%	4%	3%	**		
	3	11		8	25	16	9	9	11	5	97	6	3	1	87	20			
										-									
Effective Column n																			
	108	123		116	115	125	114	155	129	117	1102	219	216	209	1192	553		2	
Unweighted base	183	208		197	195	212	194	262	219	198	1868	372	366	355	2020	938		3	
Weighted base	250	287		280	253	289	254	360	297	268	2538	242	151	91	2250	769		3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	52%	56%	49%	55%	56%	52%	54%	63%	55%	78%	
	96	1592	190	214	369	275	157	a d	484	1549	133
										A	
Slightly agree	28%	31%	34%	29%	32%	35%	33%	25%	32%	11%	
	51	875	132	114	209	182	96		192	905	19
									B		
Neither agree nor disagree	13%	9%	11%	12%	9%	10%	8%	9%	10%	6%	
	25	269	42	46	60	52	23	72	281	11	
Slightly disagree	4%	2%	2%	3%	2%	3%	3%	2%	2%	2%	
	7	60	8	10	10	16	10	14	64	3	
Strongly disagree	3%	1%	3%	2%	2%	0%	1%	0%	1%	2%	
	6	33	13	6	10	3	4	3	35	4	
	b		d f								
I don't know	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	
	0	8	0	1	1	0	0	5	7	1	
NET: Agree	79%	87%	83%	84%	88%	87%	87%	88%	86%	89%	
	147	2466	322	328	578	457	253	676	2454	152	
		a									
NET: Disagree	7%	3%	6%	4%	3%	3%	5%	2%	3%	4%	
	13	93	22	16	20	18	14	17	99	7	
	b										
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

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

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Strongly agree	30%	32%	28%	31%	28%	29%	31%	32%	28%
	905	396	510	319	140	295	151	474	431
Slightly agree	30%	23%	34%	29%	36%	28%	29%	32%	28%
	902	286	615	294	183	282	143	468	434
Neither agree nor disagree	19%	12%	23%	19%	16%	21%	15%	18%	19%
	561	145	416	193	81	212	75	266	295
Slightly disagree	8%	8%	9%	9%	9%	7%	8%	7%	9%
	253	97	156	93	47	74	40	110	143
Strongly disagree	13%	24%	5%	11%	10%	14%	16%	10%	15%
	387	295	93	115	51	143	77	155	233
I don't know	0%	0%	0%	0%	1%	0%	1%	1%	0%
	13	4	9	3	3	2	5	8	5
NET: Agree	60%	56%	63%	60%	64%	57%	60%	64%	56%
	1807	682	1125	613	323	577	294	942	866
NET: Disagree	21%	32%	14%	20%	20%	22%	24%	18%	24%
	641	392	249	208	99	217	117	265	376
Effective Column n									
	1747	321	1426	590	294	580	283	843	904
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B

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

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

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Strongly agree	49%	35%	27%	16%	15%	13%	32%	28%	33%	31%	31%	25%	33%	26%												
	206	339	264	48	96	48	513	392	222	291	201	191	530	370												
Slightly agree	B C D F	c D F	d F		-		-	-					B													
	29%	34%	28%	27%	26%	25%	30%	29%	30%	31%	30%	28%	32%	28%												
	124	332	274	80	171	91	486	416	198	288	200	216	505	395												
Neither agree nor disagree	12%	18%	23%	16%	17%	18%	18%	19%	17%	20%	17%	20%	20%	17%												
	52	175	221	48	113	64	296	265	113	183	115	150	317	241												
Slightly disagree		a			-		-	-																		
	5%	8%	9%	11%	10%	9%	8%	8%	9%	8%	8%	9%	7%	10%												
	23	73	90	34	67	34	134	119	60	74	51	68	110	142												
Strongly disagree					-		-	-					a													
	4%	5%	12%	29%	32%	34%	11%	15%	12%	10%	14%	17%	7%	19%												
	16	45	115	87	212	125	171	217	77	93	89	128	117	270												
I don't know			A B	A B C	-	A B C	-	-				d		A												
	0%	0%	0%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%	1%												
	2	3	2	3	5	3	2	11	0	2	2	9	2	9												
NET: Agree					-		-	-																		
	78%	69%	56%	43%	40%	38%	62%	57%	63%	62%	61%	53%	65%	54%												
	331	671	538	128	268	139	999	808	420	579	401	407	1035	765												
NET: Disagree	b C D F	C D F	d F		-		-	f	f				B													
	9%	12%	21%	40%	42%	44%	19%	24%	20%	18%	21%	26%	14%	29%												
	39	118	205	120	279	159	304	336	137	167	140	196	228	413												
Effective Column n			A B	A B C	-	A B C	-	-				d		A												
	240	587	565	180	355	174	946	801	406	540	357	444	901	839												
Unweighted base																										
	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422												
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

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

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

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Strongly agree	21%	33%	28%	37%	32%	28%	27%	41%	32%	31%	21%	29%	28%	31%	27%	**		
	53	94	79	93	91	71	98	120	86	786	51	43	25	700	204			
	k																	
Slightly agree	41%	27%	25%	27%	28%	32%	39%	21%	31%	30%	30%	29%	24%	30%	31%	**		
	102	77	70	67	80	82	139	63	82	763	73	44	22	664	237			
	h																	
Neither agree nor disagree	21%	19%	20%	18%	20%	19%	18%	15%	17%	19%	20%	15%	18%	18%	20%	**		
	53	56	55	46	59	50	65	44	47	474	47	23	17	407	153			
	-																	
Slightly disagree	7%	6%	10%	8%	7%	7%	7%	11%	10%	8%	10%	7%	12%	8%	10%	**		
	17	17	29	21	19	19	26	33	27	207	25	10	11	177	76			
	-																	
Strongly disagree	10%	15%	17%	9%	13%	12%	8%	11%	10%	12%	18%	20%	18%	13%	12%	**		
	25	44	47	24	38	30	30	34	26	297	44	30	16	294	93			
	-																	
I don't know	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	**		
	0	0	0	3	1	3	2	3	0	11	2	0	0	7	6			
	-																	
NET: Agree	62%	59%	53%	63%	59%	61%	66%	62%	63%	61%	51%	58%	52%	61%	57%	**		
	155	171	149	160	171	154	237	184	168	1549	124	88	47	1364	441			
	-																	
NET: Disagree	17%	21%	27%	18%	20%	19%	15%	22%	20%	20%	29%	27%	30%	21%	22%	**		
	42	61	76	45	57	48	55	67	53	504	69	40	27	472	169			
	-																	
Effective Column n																		
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	28%	30%	27%	25%	25%	25%	35%	42%	30%	32%	5%
	52	853	103	100	167	186	186	122	228	897	8
						a b c	a B C f		B		
Slightly agree	25%	30%	31%	29%	35%	34%	34%	22%	32%	2%	
	47	855	118	113	229	178	98	166	896	4	
				F	f	f			B		
Neither agree nor disagree	15%	19%	20%	22%	23%	18%	13%	15%	20%	1%	
	27	534	77	87	149	96	37	115	556	2	
									B		
Slightly disagree	10%	8%	6%	9%	9%	7%	5%	11%	9%	2%	
	18	235	24	34	60	37	14	84	249	4	
									b		
Strongly disagree	20%	12%	15%	14%	8%	6%	6%	22%	8%	86%	
	37	350	59	56	54	30	16	172	236	146	
	b		c D e	c D e				b C D E		A	
I don't know	2%	0%	1%	0%	0%	0%	0%	1%	0%	3%	
	4	9	4	2	1	0	1	5	8	5	
	b									A	
NET: Agree	53%	60%	57%	54%	60%	69%	76%	51%	63%	7%	
	99	1708	221	212	396	364	220	394	1793	12	
				f	a B c F	A B C F			B		
NET: Disagree	30%	21%	22%	23%	17%	13%	10%	33%	17%	88%	
	56	585	84	90	114	67	30	256	485	150	
	b		d e	d e	e		a b C D E			A	
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

		Methodology		Quarter				Gender			
Column %											
Weighted counts											
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Strongly agree	36%	39%	34%	32%	30%	43%	35%	35%	37%		
	1086	476	610	329	151	433	174	514	572		
	-	b				A B					
Slightly agree	30%	22%	36%	31%	32%	27%	31%	31%	29%		
	910	268	642	319	162	276	154	466	444		
	-		A								
Neither agree nor disagree	17%	15%	18%	18%	20%	16%	12%	18%	16%		
	505	186	319	186	100	162	57	261	243		
	-		d		d						
Slightly disagree	8%	9%	7%	9%	11%	5%	9%	7%	9%		
	239	111	129	88	57	51	43	106	133		
	-			c							
Strongly disagree	9%	15%	5%	9%	7%	8%	13%	8%	9%		
	266	181	86	88	35	82	62	124	142		
	-	B									
I don't know	1%	0%	1%	1%	0%	0%	0%	1%	0%		
	15	2	14	8	2	5	1	8	7		
	-										
NET: Agree	66%	61%	70%	64%	62%	70%	67%	66%	66%		
	1996	744	1252	648	313	708	328	981	1016		
	-		A			a b					
NET: Disagree	17%	24%	12%	17%	18%	13%	21%	16%	18%		
	506	291	215	176	91	133	105	231	275		
	-	B					c				
Effective Column n											
	1747	321	1426	590	294	580	283	843	904		
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532		
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541		
Columns	A	A	B	A	B	C	D	A	B		

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

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

Age		SEG												Working status		
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Strongly agree	30%	36%	38%	35%	38%	40%	37%	34%	40%	35%	33%	36%	33%	39%		
	126	347	363	106	250	145	596	490	268	329	220	270	525	556		
Slightly agree	30%	30%	33%	29%	28%	26%	31%	29%	30%	31%	30%	29%	33%	27%	a	
	125	287	315	88	183	95	491	419	202	290	197	221	524	384		
Neither agree nor disagree	21%	17%	14%	15%	17%	19%	17%	16%	17%	17%	18%	15%	17%	16%		
	91	164	136	44	113	69	273	232	115	158	117	115	265	234		
Slightly disagree	9%	8%	8%	8%	7%	6%	8%	8%	7%	8%	8%	9%	8%	8%		
	36	81	74	25	48	23	121	118	46	76	50	68	131	107		
Strongly disagree	10%	8%	8%	12%	10%	9%	7%	11%	6%	8%	11%	11%	8%	10%		
	42	81	75	36	68	33	115	151	38	77	70	81	128	138		
I don't know	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	c	c	1%	1%	0%	
	3	7	3	1	2	1	5	11	2	3	5	6	8	7		
NET: Agree	59%	65%	70%	65%	65%	65%	68%	64%	70%	66%	63%	65%	66%	66%		
	251	633	678	194	433	239	1087	909	469	618	417	492	1049	941		
NET: Disagree	18%	17%	15%	20%	18%	15%	15%	19%	12%	16%	18%	20%	16%	17%		
	78	162	149	61	117	56	237	269	84	153	120	149	260	246		
Effective Column n																
	240	587	565	180	355	174	946	801	406	540	357	444	901	839		
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422		
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

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

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

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Strongly agree	27%	54%	36%	37%	33%	31%	32%	37%	31%	35%	35%	42%	46%	35%	38%	**		
	66	154	101	94	95	79	114	111	84	898	84	63	41	793	293			
	A c d e F G h i k																	
Slightly agree	37%	20%	26%	27%	38%	31%	34%	29%	29%	30%	29%	32%	28%	29%	32%	**		
	93	58	73	67	109	78	122	87	77	765	71	49	26	663	244			
	-																	
Neither agree nor disagree	17%	15%	17%	18%	20%	16%	19%	17%	18%	18%	13%	11%	13%	17%	15%	**		
	42	44	48	46	58	40	68	50	47	445	30	17	12	390	113			
	-																	
Slightly disagree	9%	3%	12%	10%	5%	7%	10%	4%	11%	8%	12%	4%	7%	8%	9%	**		
	24	10	33	24	13	18	35	11	31	198	28	6	7	171	68			
	-																	
Strongly disagree	9%	7%	8%	8%	4%	15%	5%	13%	11%	9%	11%	11%	5%	10%	6%	**		
	22	20	24	20	12	37	18	39	29	219	27	16	4	221	45			
	-																	
I don't know	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	**		
	3	1	0	2	1	3	3	0	1	14	1	0	0	11	5			
	b																	
NET: Agree	64%	74%	62%	64%	71%	62%	66%	66%	60%	65%	64%	74%	74%	65%	70%	**		
	160	212	175	161	204	156	236	198	161	1663	155	112	67	1456	538			
	-																	
NET: Disagree	18%	10%	20%	17%	9%	22%	15%	17%	22%	16%	23%	15%	12%	17%	15%	**		
	45	30	57	44	25	55	53	49	59	418	55	22	11	393	113			
	e																	
Effective Column n																		
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
	-																	
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	34%	36%	36%	35%	32%	36%	41%	37%	36%	34%	
	64	1023	139	138	211	192	119	288	1029	57	
Slightly agree	30%	30%	26%	28%	33%	34%	36%	26%	31%	15%	
	56	854	100	109	217	182	103	199	883	26	
Neither agree nor disagree	20%	16%	18%	19%	17%	15%	13%	17%	B	17%	
	37	468	71	74	113	78	39	130	474	28	
Slightly disagree	5%	8%	8%	9%	10%	8%	5%	7%	8%	3%	
	10	229	30	34	63	45	15	53	233	5	
Strongly disagree	10%	9%	11%	8%	8%	6%	4%	13%	7%	30%	
	19	247	42	32	50	30	13	99	210	52	
I don't know	0%	1%	1%	1%	1%	0%	0%	d	A	1%	
	1	15	4	5	4	1	0	2	14	2	
NET: Agree	64%	66%	62%	63%	65%	71%	77%	63%	67%	49%	
	119	1877	239	247	428	373	222	487	1912	83	
NET: Disagree	16%	17%	19%	17%	17%	14%	10%	20%	16%	34%	
	29	477	72	66	114	75	28	151	443	57	
Effective Column n									A		
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	13%	14%	13%	16%	12%	12%	13%	14%	13%	
	402	166	236	158	59	121	63	203	199	
	-									
Slightly agree	22%	19%	24%	22%	25%	21%	23%	23%	21%	
	667	232	435	221	128	208	110	342	325	
	-		a							
Neither agree nor disagree	19%	13%	23%	18%	20%	20%	18%	19%	20%	
	578	159	419	183	99	205	90	274	304	
	-		A							
Slightly disagree	21%	19%	22%	21%	20%	21%	22%	20%	22%	
	635	232	403	215	100	210	110	300	334	
	-									
Strongly disagree	24%	35%	17%	23%	23%	26%	24%	24%	24%	
	729	432	297	231	118	265	116	354	376	
	-	B								
I don't know	0%	0%	0%	1%	0%	0%	0%	1%	0%	
	11	3	8	9	1	0	0	8	3	
	-									
NET: Agree	35%	33%	37%	37%	37%	33%	35%	37%	34%	
	1069	398	672	379	188	328	174	545	524	
	-		a							
NET: Disagree	45%	54%	39%	44%	43%	47%	46%	44%	46%	
	1364	664	700	446	218	474	226	654	710	
	-	B								
Effective Column n										
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age													SEG													Working status	
Column %																											
Weighted counts																											
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
Strongly agree	23%	14%	13%	8%	7%	6%	13%	14%	16%	11%	13%	14%	12%	14%													
	96	136	124	23	46	23	209	193	105	104	84	109	195	206													
Slightly agree	32%	26%	18%	16%	16%	16%	22%	22%	22%	22%	24%	21%	25%	19%													
	137	255	170	49	106	57	351	316	149	202	158	159	389	275													
Neither agree nor disagree	19%	20%	22%	15%	14%	14%	17%	21%	18%	17%	20%	23%	21%	17%													
	82	191	210	45	95	50	278	300	119	159	129	171	332	243													
Slightly disagree	15%	20%	20%	28%	26%	25%	23%	19%	19%	26%	19%	19%	19%	23%													
	64	198	198	83	175	92	364	271	126	238	125	146	295	335													
Strongly disagree	9%	19%	27%	33%	36%	39%	25%	24%	25%	24%	24%	23%	23%	26%													
	40	183	264	99	243	143	395	334	169	226	159	175	362	367													
I don't know	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%													
	5	5	1	0	0	0	5	6	3	2	4	2	9	2													
NET: Agree	55%	40%	30%	24%	23%	22%	35%	36%	38%	33%	37%	35%	37%	34%													
	233	391	294	72	152	80	560	509	254	306	242	268	584	481													
NET: Disagree	25%	39%	48%	61%	63%	64%	47%	43%	44%	50%	43%	42%	42%	49%													
	104	381	462	183	418	235	759	605	295	464	284	320	657	702													
Effective Column n		A	A b	A B c	-	A B C	-	-						a													
	240	587	565	180	355	174	946	801	406	540	357	444	901	839													
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422													
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

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

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

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

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Strongly agree	9%	11%	11%	15%	12%	10%	18%	19%	14%	13%	10%	15%	13%	14%	11%	**	
	24	32	30	38	35	26	63	56	39	343	25	22	12	316	86		
Slightly agree	23%	23%	19%	16%	26%	18%	28%	26%	22%	23%	19%	16%	22%	23%	19%	**	
	57	67	52	41	76	46	99	79	59	576	47	25	20	523	143		
Neither agree nor disagree	21%	17%	20%	20%	22%	23%	21%	14%	23%	20%	15%	13%	16%	19%	21%	**	
	54	48	56	51	64	58	77	40	62	509	35	20	14	417	160		
Slightly disagree	27%	20%	20%	23%	19%	23%	18%	18%	23%	21%	21%	22%	18%	20%	24%	**	
	67	58	55	59	56	58	65	53	61	532	52	34	17	447	187		
Strongly disagree	19%	28%	31%	24%	20%	24%	15%	23%	18%	22%	34%	33%	31%	24%	25%	**	
	49	82	87	62	58	62	54	69	47	569	82	50	28	541	189		
I don't know	0%	0%	0%	1%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**	
	1	1	0	2	1	4	1	0	0	9	0	1	0	7	4		
NET: Agree	32%	34%	29%	31%	38%	29%	45%	45%	37%	36%	30%	31%	35%	37%	30%	**	
	81	99	82	80	110	72	163	134	98	919	72	47	32	839	229		
NET: Disagree	46%	49%	51%	48%	39%	47%	33%	41%	40%	43%	56%	55%	49%	44%	49%	**	
	115	140	142	121	113	120	119	123	108	1102	134	83	45	987	376		
Effective Column n																	
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2	
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3	
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	22%	13%	14%	12%	11%	15%	14%	14%	14%	14%	6%
	42	360	54	47	75	77	40	109	387	10	
	b								b		
Slightly agree	20%	22%	22%	22%	22%	25%	29%	17%	23%	13%	
	38	630	85	87	147	134	84	131	646	21	
									b		
Neither agree nor disagree	19%	19%	24%	18%	22%	17%	22%	16%	20%	3%	
	35	543	94	70	143	87	64	119	570	5	
									B		
Slightly disagree	20%	21%	18%	24%	24%	22%	15%	20%	21%	17%	
	36	599	69	95	157	115	43	156	604	28	
Strongly disagree	18%	25%	21%	23%	21%	21%	20%	32%	22%	62%	
	34	696	83	90	136	112	59	250	624	105	
								a c d e		A	
I don't know	1%	0%	0%	1%	0%	0%	0%	1%	0%	1%	
	1	10	0	2	2	2	0	4	10	1	
NET: Agree	43%	35%	36%	34%	34%	40%	43%	31%	36%	18%	
	80	990	139	134	221	211	123	240	1033	31	
									B		
NET: Disagree	38%	46%	39%	47%	44%	43%	35%	53%	43%	78%	
	70	1294	152	185	293	227	102	406	1229	133	
								a e		A	
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

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

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	33%	36%	30%	32%	33%	33%	33%	29%	36%	36%
	986	440	546	325	167	333	160	430	556	
	-	b							a	
Slightly agree	31%	27%	33%	31%	28%	31%	32%	31%	30%	30%
	929	327	602	321	140	311	158	461	469	
	-		a							
Neither agree nor disagree	16%	12%	20%	16%	16%	18%	16%	16%	17%	17%
	498	146	352	161	80	180	77	234	264	
	-		A							
Slightly disagree	11%	12%	10%	11%	15%	10%	7%	12%	10%	10%
	323	144	178	110	74	103	37	176	147	
	-				d					
Strongly disagree	8%	12%	6%	9%	8%	7%	11%	11%	6%	6%
	257	151	105	92	38	70	56	164	93	
	-	B						B		
I don't know	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%
	29	15	14	10	7	11	2	16	13	
	-									
NET: Agree	63%	63%	64%	63%	61%	64%	65%	60%	66%	66%
	1915	767	1148	646	307	644	318	891	1025	
	-								a	
NET: Disagree	19%	24%	16%	20%	22%	17%	19%	23%	16%	16%
	579	296	284	202	112	173	93	340	239	
	-	B						B		
Effective Column n										
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG										Working status				
Column %																												
Weighted counts																												
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working														
Strongly agree	14%	24%	37%	46%	51%	55%	34%	31%	38%	31%	31%	32%	32%	28%	38%													
	59	232	357	138	338	200	543	443	254	289	201	242	436	546														
Slightly agree	30%	31%	31%	32%	31%	30%	30%	31%	29%	31%	32%	31%	30%	31%														
	128	300	297	96	204	108	484	446	192	292	210	236	479	448														
Neither agree nor disagree	23%	20%	15%	11%	9%	8%	16%	17%	15%	17%	16%	17%	19%	14%														
	96	192	147	33	63	30	263	235	103	160	104	131	295	201														
Slightly disagree	c d F	d F	f	-	-	-	-	-	-	-	-	-	b	-														
	18%	13%	9%	5%	5%	5%	11%	11%	9%	12%	11%	10%	13%	8%														
Strongly disagree	78	123	88	16	34	18	171	152	58	112	72	80	208	112														
	b C D F	d f	-	-	-	-	-	-	-	-	-	-	B	-														
I don't know	14%	11%	7%	4%	3%	2%	8%	9%	8%	8%	10%	9%	10%	7%														
	57	110	70	11	19	8	125	132	55	70	65	66	151	106														
NET: Agree	c D F	c d F	f	-	-	-	-	-	-	-	-	-	-	-														
	1%	1%	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%														
NET: Disagree	6	9	8	6	7	1	17	13	8	9	5	7	13	16														
	44%	55%	68%	78%	82%	84%	64%	63%	67%	62%	62%	63%	58%	70%														
Effective Column n	187	532	654	234	542	308	1027	889	446	581	411	477	915	993														
	a	AB	AB c	-	-	ABC	-	-	-	-	-	-	-	A														
Unweighted base	32%	24%	16%	9%	8%	7%	18%	20%	17%	20%	21%	19%	23%	15%														
	135	233	158	27	53	26	295	284	113	182	138	146	359	218														
Weighted base	b C D F	c D F	d f	-	-	-	-	-	-	-	-	-	B	-														
	240	587	565	180	355	174	946	801	406	540	357	444	901	839														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

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

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

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Strongly agree	31%	30%		45%	29%	35%	30%	28%	30%	32%	32%	37%	40%	20%	32%	35% **					
	78	86		125	73	100	76	102	89	86	816	90	61	19	714	272					
			g m							-	m	M									
Slightly agree	31%	24%		23%	33%	29%	36%	34%	34%	33%	31%	31%	28%	29%	30%	33% **					
	78	69		65	84	83	92	122	101	90	785	76	43	26	676	254					
Neither agree nor disagree	16%	19%		18%	16%	16%	19%	17%	15%	17%	17%	11%	11%	22%	17%	15% **					
	41	54		50	41	47	49	63	46	46	436	26	16	20	383	112					
										-											
Slightly disagree	12%	18%		10%	11%	11%	8%	11%	10%	8%	11%	8%	9%	12%	11%	9% **					
	31	53		28	27	32	20	38	30	20	278	20	13	11	257	66					
										-											
Strongly disagree	9%	8%		4%	10%	8%	5%	6%	11%	10%	8%	12%	11%	16%	9%	7% **					
	22	22		12	25	22	13	23	32	26	197	28	17	15	199	57					
										-											
I don't know	0%	1%		0%	1%	2%	1%	3%	0%	0%	1%	0%	1%	1%	1%	1% **					
	0	4		0	3	5	3	12	0	1	27	1	1	1	21	9					
										-											
NET: Agree	62%	54%		68%	62%	63%	66%	62%	64%	66%	63%	69%	69%	49%	62%	68% **					
	156	155		190	157	183	169	224	190	176	1601	166	104	45	1390	525					
										-	m	M			a c						
NET: Disagree	21%	26%		14%	21%	19%	13%	17%	21%	17%	19%	20%	20%	28%	20%	16% **					
	53	74		39	52	54	34	61	62	46	475	49	30	25	456	123					
										-											
Effective Column n																					
	108	123		116	115	125	114	155	129	117	1102	219	216	209	1192	553					
Unweighted base	183	208		197	195	212	194	262	219	198	1868	372	366	355	2020	938					
Weighted base	250	287		280	253	289	254	360	297	268	2538	242	151	91	2250	769					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	39%	32%	32%	33%	33%	27%	30%	37%	31%	64%	
	73	913	124	129	218	141	87	288	869	A	
										110	
Slightly agree	29%	31%	33%	28%	30%	33%	33%	29%	31%	23%	
	54	875	129	111	200	171	97	222	890	39	
Neither agree nor disagree	18%	16%	16%	16%	18%	19%	19%	13%	17%	6%	
	34	464	60	63	119	102	54	98	486	10	
										b	
Slightly disagree	6%	11%	9%	11%	10%	12%	9%	11%	11%	2%	
	11	311	34	44	68	65	27	85	319	3	
										b	
Strongly disagree	6%	9%	8%	11%	8%	8%	8%	9%	9%	4%	
	12	245	32	43	50	42	23	66	250	7	
I don't know	1%	1%	2%	0%	1%	1%	0%	1%	1%	1%	
	2	28	6	2	4	5	1	11	27	2	
NET: Agree	68%	63%	66%	61%	63%	59%	63%	66%	62%	87%	
	127	1789	253	239	418	313	183	510	1759	A	
										149	
NET: Disagree	12%	20%	17%	22%	18%	20%	18%	20%	20%	5%	
	23	556	66	87	118	107	51	151	570	9	
										B	
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	11%	14%	9%	11%	14%	11%	11%	12%	11%	
-	344	173	171	111	72	108	53	176	168	
-	b									
Slightly agree	20%	17%	21%	17%	20%	22%	19%	19%	20%	
-	593	209	384	178	104	220	92	283	310	
-	a									
Neither agree nor disagree	17%	12%	21%	16%	17%	18%	16%	17%	17%	
-	516	143	374	167	86	185	77	257	260	
-	A									
Slightly disagree	22%	17%	25%	24%	20%	22%	19%	22%	22%	
-	659	212	447	243	102	223	91	319	340	
-	A									
Strongly disagree	30%	40%	23%	31%	28%	27%	35%	29%	30%	
-	893	483	410	312	140	268	174	436	457	
-	B									
I don't know	1%	0%	1%	1%	0%	0%	1%	1%	0%	
-	16	3	13	8	2	3	3	10	6	
-										
NET: Agree	31%	31%	31%	28%	35%	33%	30%	31%	31%	
-	937	382	555	288	176	328	145	459	478	
-										
NET: Disagree	51%	57%	48%	54%	48%	49%	54%	51%	52%	
-	1552	695	857	555	241	491	265	755	797	
-	B									
Effective Column n										
-	1747	321	1426	590	294	580	283	843	904	
-										
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age		SEG												Working status	
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Strongly agree	10%	8%	15%	11%	13%	13%	12%	11%	14%	10%	13%	9%	11%	11%	
	42	78	141	34	83	49	190	154	96	94	86	68	179	164	
	b														
Slightly agree	19%	21%	18%	22%	20%	18%	19%	20%	19%	20%	21%	19%	20%	19%	
	81	204	177	66	132	65	311	283	129	182	135	147	324	266	
Neither agree nor disagree	21%	20%	16%	16%	13%	10%	16%	18%	14%	17%	18%	19%	19%	15%	
	90	192	150	47	84	37	254	262	93	161	116	146	298	213	
	f	f												b	
Slightly disagree	24%	23%	21%	16%	20%	23%	23%	21%	21%	24%	18%	23%	20%	24%	
	103	219	203	49	134	85	365	294	140	225	119	175	318	339	
Strongly disagree	24%	28%	31%	34%	35%	35%	30%	29%	32%	28%	30%	29%	29%	31%	
	101	267	295	101	229	128	477	416	212	265	199	217	454	439	
I don't know	2%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	
	7	7	0	2	2	0	5	11	1	4	3	8	9	7	
	c														
NET: Agree	29%	29%	33%	34%	32%	31%	31%	31%	34%	30%	34%	28%	32%	30%	
	122	281	318	101	215	115	501	437	225	276	222	215	502	430	
NET: Disagree	48%	50%	52%	50%	55%	58%	53%	50%	52%	53%	48%	51%	49%	54%	
	204	487	498	150	364	213	842	711	352	490	319	392	772	778	
Effective Column n														a	
	240	587	565	180	355	174	946	801	406	540	357	444	901	839	
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422	
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

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

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Strongly agree	8%	9%	16%	18%	10%	9%	11%	13%	6%	11%	10%	14%	18%	12%	10%	**			
	21	25	44	45	30	24	40	37	17	283	24	21	16	264	80				
Slightly agree	26%	20%	13%	16%	22%	17%	19%	22%	25%	20%	18%	20%	15%	20%	19%	**			
	64	59	36	40	63	43	69	65	67	505	44	30	14	445	148				
Neither agree nor disagree	16%	16%	14%	17%	25%	17%	19%	16%	18%	18%	14%	12%	16%	16%	20%	**			
	40	47	39	43	73	44	68	48	49	450	34	19	15	358	155				
Slightly disagree	26%	20%	17%	19%	23%	26%	29%	21%	17%	22%	18%	20%	20%	23%	20%	**			
	65	57	48	49	68	67	103	63	46	566	45	30	19	507	152				
Strongly disagree	24%	34%	40%	29%	19%	28%	21%	28%	33%	28%	39%	33%	30%	29%	30%	**			
	61	98	112	74	55	71	77	83	90	721	95	50	27	663	231				
I don't know	0%	1%	a E g	0%	1%	0%	2%	1%	0%	e	-	1%	a E G	e	0%	1%	**		
	0	2		1	2	1	6	2	0	0	14	1	1	0	13	3			
NET: Agree	34%	29%	28%	34%	32%	26%	30%	34%	31%	31%	28%	34%	34%	31%	30%	**			
	85	84	80	85	93	66	109	102	84	788	68	51	30	709	229				
NET: Disagree	50%	54%	57%	49%	42%	54%	50%	49%	50%	51%	58%	53%	50%	52%	50%	**			
	126	156	160	123	122	138	180	147	135	1287	140	80	45	1170	382				
Effective Column n																			
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	16%	11%	11%	10%	10%	13%	12%	12%	11%	14%	
	31	313	43	39	66	69	34	93	314	25	
Slightly agree	21%	20%	18%	20%	24%	21%	22%	15%	20%	12%	
	39	555	69	78	161	108	63	115	572	20	
Neither agree nor disagree	23%	17%	19%	19%	16%	16%	18%	17%	17%	16%	
	43	473	73	73	104	86	52	128	487	28	
Slightly disagree	14%	22%	22%	21%	25%	24%	21%	18%	23%	8%	
	27	633	83	82	166	126	60	142	645	13	
Strongly disagree	25%	30%	29%	30%	24%	26%	28%	37%	28%	49%	
	46	847	111	117	161	137	80	287	808	84	
I don't know	0%	1%	2%	1%	0%	0%	0%	1%	1%	1%	
	1	15	6	3	2	1	0	4	15	1	
NET: Agree	37%	31%	29%	30%	34%	34%	34%	27%	31%	26%	
	69	868	112	116	226	177	97	208	886	45	
NET: Disagree	39%	52%	50%	51%	50%	50%	48%	56%	51%	57%	
	73	1479	195	199	327	263	140	430	1454	97	
Effective Column n	a										
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

		Methodology		Quarter				Gender		
Column %	Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	17%	10%	21%	17%	14%	17%	17%	16%	17%	
	499	120	379	176	72	168	82	238	261	
	-	A								
Slightly agree	29%	18%	36%	28%	32%	28%	30%	26%	32%	
	875	222	653	285	160	286	145	387	488	
	-	A								
Neither agree nor disagree	21%	19%	23%	21%	21%	22%	22%	22%	21%	
	644	235	409	211	105	218	110	320	324	
	-									
Slightly disagree	14%	16%	13%	15%	15%	13%	15%	16%	12%	
	427	200	227	148	77	129	73	235	192	
	-	b								
Strongly disagree	18%	36%	7%	18%	17%	20%	16%	19%	17%	
	554	436	117	185	87	205	77	288	266	
	-	B								
I don't know	1%	1%	1%	1%	1%	0%	1%	1%	1%	
	22	10	12	12	5	2	3	13	9	
	-									
NET: Agree	45%	28%	57%	45%	46%	45%	46%	42%	49%	
	1374	341	1033	461	232	454	227	625	749	
	-	A								
NET: Disagree	32%	52%	19%	33%	32%	33%	31%	35%	30%	
	981	636	345	333	164	334	150	523	458	
	-	B								
Effective Column n	b									
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													SEG					Working status		
Column %																				
Weighted counts																				
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working						
Strongly agree	18%	12%	19%	19%	19%	19%	19%	17%	16%	17%	18%	14%	17%	15%	19%					
	76	115	181	57	126	69	277	222	113	164	93	129	230	266						
Slightly agree	b		b	b	-	b								a						
	23%	28%	32%	29%	29%	29%	30%	27%	32%	29%	26%	29%	30%	28%						
	99	271	313	87	193	106	485	390	214	271	169	221	470	401						
Neither agree nor disagree	24%	24%	18%	17%	20%	23%	21%	22%	20%	21%	20%	24%	22%	21%						
	101	235	174	52	135	83	332	313	133	199	131	181	348	295						
Slightly disagree	15%	18%	12%	14%	11%	9%	13%	16%	12%	13%	19%	13%	15%	13%						
	62	171	121	41	73	32	206	221	84	123	125	96	238	188						
Strongly disagree	f			-		-	-	-			c d f									
	17%	18%	18%	21%	20%	20%	18%	18%	19%	18%	20%	17%	18%	18%						
	74	170	175	62	135	73	294	259	124	171	133	126	289	262						
I don't know	3%	0%	0%	0%	0%	1%	0%	1%	0%	0%	1%	1%	0%	1%						
	12	4	3	0	3	3	6	16	3	4	7	9	7	15						
NET: Agree	b c																			
	41%	40%	51%	48%	48%	48%	48%	43%	49%	47%	40%	46%	44%	47%						
	175	386	494	145	319	175	762	612	327	435	262	349	701	667						
NET: Disagree			b		-		-													
	32%	35%	31%	34%	31%	29%	31%	34%	31%	31%	39%	29%	33%	32%						
	135	341	296	103	208	105	501	480	208	293	258	222	527	450						
Effective Column n					-		-	-			c d f									
	240	587	565	180	355	174	946	801	406	540	357	444	901	839						
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422						
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

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

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

	UK nation										Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Strongly agree	12%	10%	16%	16%	19%	15%	17%	23%	16%	16%	18%	17%	14%	16%	17%	17%	**	
	31	29	45	42	56	39	62	69	44	417	44	25	13	364	134			
Slightly agree	38%	26%	33%	27%	26%	33%	25%	29%	30%	29%	29%	25%	22%	28%	31%	**		
	95	74	92	70	76	84	91	85	79	747	71	37	20	635	241			
Neither agree nor disagree	24%	18%	23%	13%	23%	18%	20%	27%	29%	22%	21%	21%	13%	21%	21%	**		
	59	52	64	32	67	45	73	80	79	551	50	31	12	481	160			
Slightly disagree	20%	8%	16%	22%	13%	14%	13%	11%	15%	15%	12%	12%	13%	15%	12%	**		
	50	23	45	56	39	37	48	32	41	370	28	17	12	331	96			
Strongly disagree	6%	37%	12%	20%	16%	18%	23%	10%	9%	17%	19%	26%	35%	19%	17%	**		
	15	107	33	51	47	46	82	31	25	436	47	39	32	422	132			
	A C d E f G H I K a h i a A c h i - A h i A c H i A C d e f H I K l																	
I don't know	0%	1%	0%	1%	1%	1%	1%	0%	0%	1%	1%	1%	2%	1%	1%	**		
	0	3	1	3	4	4	3	0	0	17	2	1	2	17	6			
NET: Agree	50%	36%	49%	44%	46%	48%	43%	52%	46%	48%	41%	36%	44%	49%	**			
	126	103	137	111	133	123	154	154	123	1164	115	62	33	999	375			
NET: Disagree	26%	45%	28%	42%	30%	33%	36%	21%	25%	32%	31%	37%	49%	34%	30%	**		
	65	130	78	106	86	83	130	63	66	806	75	56	44	754	227			
	a c e H i k a c H i h - h a c e H i k l																	
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	17%	16%	20%	17%	16%	18%	20%	13%	17%	11%	
	32	467	78	67	106	94	57	97	479	19	
Slightly agree	38%	28%	31%	29%	35%	31%	33%	20%	30%	19%	
	71	804	119	113	232	163	95	153	843	32	
Neither agree nor disagree	b		f		F	f	f		b		
	23%	21%	24%	22%	19%	18%	25%	22%	21%	21%	
	43	601	93	86	128	95	71	172	602	36	
Slightly disagree	9%	14%	14%	10%	16%	19%	8%	13%	14%	9%	
	17	410	53	41	106	101	24	104	410	15	
Strongly disagree	10%	19%	10%	21%	13%	14%	14%	30%	17%	38%	
	19	535	39	82	84	73	41	234	490	64	
I don't know		a		a c d				A b C D E	A		
	2%	1%	1%	1%	1%	0%	0%	1%	1%	2%	
	3	19	3	3	4	1	1	11	18	4	
NET: Agree	55%	45%	51%	46%	51%	49%	53%	32%	47%	30%	
	103	1271	197	180	338	257	152	250	1322	51	
NET: Disagree	b		F	f	F	F	F		b		
	20%	33%	24%	31%	29%	33%	22%	44%	32%	47%	
	36	945	92	123	190	174	65	338	900	80	
Effective Column n		a			a e		A b C d E		a		
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

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

		Methodology		Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree	30%	33%	28%	31%	29%	31%	28%	29%	31%	
	906	401	505	316	145	310	136	424	482	
	-	b								
Slightly agree	45%	43%	46%	44%	48%	44%	44%	45%	44%	
	1350	529	820	447	242	442	217	667	682	
	-									
Neither agree nor disagree	12%	9%	15%	11%	13%	13%	13%	13%	12%	
	373	107	266	117	64	130	63	190	184	
	-		A							
Slightly disagree	7%	7%	8%	8%	6%	6%	7%	7%	7%	
	217	80	137	86	32	65	34	105	113	
	-									
Strongly disagree	5%	7%	3%	3%	4%	5%	7%	5%	4%	
	140	83	56	33	18	52	36	74	66	
	-	B					a			
I don't know	1%	2%	1%	2%	1%	1%	1%	1%	1%	
	36	22	14	19	4	9	4	21	15	
	-									
NET: Agree	75%	76%	74%	75%	76%	75%	72%	74%	76%	
	2255	930	1325	763	387	752	353	1091	1164	
	-									
NET: Disagree	12%	13%	11%	12%	10%	12%	14%	12%	12%	
	357	164	193	119	51	117	70	179	178	
	-									
Effective Column n										
	1747	321	1426	590	294	580	283	843	904	
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532	
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541	
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age													SEG										Working status		
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	AB C1	C2DE	AB	C1	C2	DE	Working	Not working											
Strongly agree	21%	25%	34%	39%	37%	35%	32%	28%	32%	32%	30%	26%	30%	30%											
	90	243	329	116	244	129	510	396	214	295	195	201	468	435											
Slightly agree	45%	46%	43%	41%	45%	48%	46%	43%	45%	46%	44%	43%	45%	44%											
	191	442	417	124	299	175	734	615	302	433	289	327	713	634											
Neither agree nor disagree	17%	14%	11%	10%	9%	8%	11%	14%	11%	11%	11%	17%	12%	12%											
	73	138	103	31	59	28	172	202	73	99	73	128	198	172											
Slightly disagree	9%	8%	6%	6%	6%	5%	7%	8%	7%	7%	9%	7%	8%	7%											
	38	81	61	18	37	19	105	112	44	61	56	56	120	94											
Strongly disagree	4%	6%	5%	3%	3%	3%	4%	5%	5%	4%	5%	5%	5%	6%											
	16	55	48	10	20	11	68	71	31	38	30	41	72	58											
I don't know	3%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%											
	14	8	8	2	6	4	12	24	6	6	15	9	11	25											
NET: Agree	67%	71%	77%	80%	82%	83%	78%	71%	77%	78%	73%	69%	75%	75%											
	281	685	746	240	543	303	1244	1011	516	728	484	527	1181	1069											
NET: Disagree	13%	14%	11%	9%	9%	8%	11%	13%	11%	11%	13%	13%	12%	11%											
	54	136	110	27	57	30	174	184	75	99	87	97	192	161											
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839											
	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422											
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Strongly agree	29%	30%	31%	31%	23%	30%	30%	39%	22%	30%	32%	36%	28%	31%	28%	**				
	71	87	87	79	66	75	109	117	59	749	77	54	25	687	217					
Slightly agree	47%	43%	42%	44%	46%	39%	47%	36%	54%	44%	47%	42%	53%	44%	47%	**				
	117	124	119	111	133	100	170	108	144	1124	114	63	48	988	361					
Neither agree nor disagree	11%	14%	16%	9%	20%	10%	13%	11%	12%	13%	6%	11%	7%	12%	13%	**				
	28	41	45	23	59	26	48	33	33	335	16	17	6	269	103					
Slightly disagree	11%	7%	6%	9%	6%	10%	6%	7%	8%	7%	7%	5%	4%	8%	6%	**				
	28	19	16	23	16	24	20	20	22	189	16	8	4	171	46					
Strongly disagree	1%	5%	3%	6%	3%	11%	2%	6%	3%	4%	6%	6%	2%	5%	4%	**				
	4	14	9	15	8	27	9	19	9	114	15	9	2	106	33					
I don't know	1%	1%	2%	1%	2%	0%	1%	0%	1%	1%	2%	0%	6%	1%	1%	**				
	3	3	4	3	7	1	5	0	2	27	4	0	5	28	8					
NET: Agree	75%	73%	73%	75%	69%	69%	77%	76%	76%	74%	79%	78%	81%	74%	75%	**				
	188	211	206	190	198	175	278	225	203	1874	191	117	73	1676	578					
NET: Disagree	13%	12%	9%	15%	9%	20%	8%	13%	12%	12%	13%	11%	6%	12%	10%	**				
	32	33	25	38	25	51	29	39	31	303	31	17	6	278	79					
Effective Column n																				
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2				
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3				
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	34%	30%	30%	32%	26%	32%	33%	30%	30%	36%	
	62	844	114	123	174	169	95	230	839	62	
Slightly agree	27%	46%	39%	45%	47%	46%	43%	45%	45%	43%	
	50	1299	151	176	311	242	125	345	1276	74	
Neither agree nor disagree	17%	12%	16%	12%	12%	11%	12%	12%	12%	11%	
	32	341	60	45	80	58	34	95	350	19	
Slightly disagree	11%	7%	8%	7%	9%	6%	9%	6%	7%	2%	
	20	197	29	28	56	32	26	46	213	3	
Strongly disagree	9%	4%	6%	3%	5%	4%	2%	5%	5%	5%	
	16	124	24	13	34	22	6	41	132	8	
I don't know	3%	1%	2%	2%	0%	1%	1%	2%	1%	2%	
	6	31	7	6	3	4	4	13	32	4	
NET: Agree	60%	76%	69%	76%	74%	78%	76%	75%	74%	80%	
	112	2143	265	299	486	411	220	575	2115	136	
NET: Disagree	19%	11%	14%	10%	14%	10%	11%	11%	12%	7%	
	36	321	53	41	90	54	32	87	345	11	
Effective Column n	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Strongly agree	5%	5%	5%	5%	5%	5%	5%	4%	6%
	151	64	87	54	24	53	20	82	69
	-								
Slightly agree	11%	11%	11%	10%	13%	11%	9%	13%	9%
	322	129	193	104	65	107	46	187	135
	-							b	
Neither agree nor disagree	13%	10%	15%	14%	14%	11%	14%	13%	13%
	396	123	273	141	70	115	70	195	200
	-		a						
Slightly disagree	16%	12%	18%	16%	16%	16%	15%	16%	16%
	476	145	331	165	79	159	73	235	241
	-		A						
Strongly disagree	54%	61%	49%	53%	52%	56%	56%	51%	57%
	1636	750	886	538	264	560	275	758	878
	-	B							a
I don't know	1%	1%	2%	2%	1%	1%	1%	2%	1%
	41	12	30	17	4	14	7	24	17
	-								
NET: Agree	16%	16%	16%	15%	18%	16%	14%	18%	13%
	473	193	280	157	89	160	66	268	204
	-							b	
NET: Disagree	70%	73%	68%	69%	68%	71%	71%	67%	73%
	2112	895	1217	703	343	719	347	993	1119
	-	b							a
Effective Column n									
	1747	321	1426	590	294	580	283	843	904
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B

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

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

Column % Weighted counts Column Comparisons	Age							SEG							Working status		
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
Strongly agree	10%	6%	4%	4%	2%	1%	4%	6%	5%	4%	7%	5%	5%	5%			
	40	54	41	13	16	3	68	83	34	33	43	40	81	69			
	c F	f	f		-		-	-									
Slightly agree	16%	16%	7%	5%	5%	6%	10%	11%	12%	9%	12%	10%	12%	9%			
	69	150	66	16	36	20	163	158	84	79	79	79	191	128			
	C D F	C D F			-		-	-					b				
Neither agree nor disagree	21%	17%	11%	6%	6%	7%	13%	14%	12%	13%	14%	14%	15%	11%			
	89	160	103	17	43	26	202	194	80	122	90	104	235	156			
	C D F	c D F			-		-	-					b				
Slightly disagree	21%	17%	15%	13%	12%	11%	17%	15%	14%	19%	13%	16%	18%	13%			
	87	164	146	38	79	41	265	211	91	174	87	124	283	192			
					-		-	-					b				
Strongly disagree	30%	44%	62%	71%	72%	73%	55%	53%	56%	55%	54%	52%	49%	60%			
	126	430	598	213	481	268	888	748	374	514	353	395	780	854			
	A	A B	A B c		-	A B c	-	-						A			
I don't know	3%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	3%	1%	2%			
	11	9	11	3	10	7	15	26	7	8	7	20	13	29			
					-		-	-						a			
NET: Agree	26%	21%	11%	10%	8%	6%	14%	17%	18%	12%	19%	16%	17%	14%			
	109	204	108	29	52	23	231	242	118	113	123	119	272	197			
	C D F	C D F			-		-	-			d						
NET: Disagree	50%	61%	77%	84%	84%	85%	72%	67%	69%	74%	67%	68%	67%	73%			
	213	594	745	251	560	309	1153	959	464	689	439	519	1063	1046			
	a	A B	A B		-	A B c	-	-						a			
Effective Column n																	
	240	587	565	180	355	174	946	801	406	540	357	444	901	839			
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422			
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

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

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

	UK nation														Rurality				
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Strongly agree	1%	7%	6%	4%	3%	3%	9%	5%	6%	5%	5%	4%	3%	6%	3%	**			
	2	21	17	10	10	7	34	15	16	131	12	5	3	125	26				
Slightly agree	7%	17%	10%	10%	10%	8%	19%	7%	11%	11%	6%	9%	8%	12%	7%	**			
	16	48	27	25	28	21	70	20	29	285	15	13	8	264	57				
		k					a h k			-				b					
Neither agree nor disagree	16%	9%	16%	11%	17%	8%	21%	12%	12%	14%	10%	8%	9%	14%	11%	**			
	40	25	44	28	49	20	75	36	33	351	24	12	9	310	83				
Slightly disagree	19%	18%	12%	14%	17%	13%	16%	21%	16%	16%	12%	15%	13%	16%	14%	**			
	47	52	34	35	48	34	58	63	42	413	28	23	12	366	111				
Strongly disagree	56%	49%	56%	59%	52%	66%	31%	53%	54%	52%	67%	63%	65%	51%	63%	**			
	141	140	156	150	150	167	113	157	145	1319	162	95	59	1152	484				
	G	g	G	G	G	b G		G	G	-	b e G h	G	G	A					
I don't know	1%	0%	1%	2%	1%	2%	3%	2%	1%	2%	0%	1%	1%	2%	1%	**			
	4	1	2	5	4	5	10	5	3	38	0	2	1	34	8				
NET: Agree	7%	24%	16%	14%	13%	11%	29%	12%	17%	16%	11%	13%	11%	17%	11%	**			
	18	70	44	35	38	27	104	35	45	416	27	19	10	389	84				
		A f h k					A c d e F H K l m			-				b					
NET: Disagree	75%	67%	68%	73%	68%	79%	48%	74%	70%	68%	79%	78%	78%	67%	77%	**			
	189	191	190	185	198	201	171	221	187	1732	190	118	71	1518	594				
	G	g	g	G	G	G		G	G	-	G	G	G	A c					
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	7%	5%	6%	3%	4%	5%	6%	6%	5%	2%	
	13	138	25	13	24	28	18	42	147	4	
Slightly agree	15%	10%	9%	11%	11%	11%	14%	9%	11%	2%	
	28	294	34	43	75	57	41	71	317	3	
Neither agree nor disagree	16%	13%	14%	12%	13%	15%	14%	12%	b	14%	4%
	29	367	52	49	86	78	40	91	388	7	
Slightly disagree	10%	16%	16%	14%	22%	16%	15%	12%	b	17%	2%
	19	457	61	56	143	83	43	90	472	3	
Strongly disagree	46%	55%	52%	58%	49%	52%	51%	60%	52%	87%	
	86	1550	200	227	326	275	146	461	1486	149	
I don't know	6%	1%	3%	1%	1%	1%	0%	2%	1%	3%	
	11	30	13	4	4	6	1	14	32	4	
NET: Agree	B	22%	15%	14%	15%	16%	20%	15%	16%	4%	
	41	432	59	57	100	85	58	114	464	7	
NET: Disagree	56%	71%	68%	72%	71%	68%	66%	72%	69%	89%	
	105	2007	261	283	469	358	190	551	1958	152	
Effective Column n	a									A	
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Column %										
Column Comparisons										
Weighted counts	Post	Mobile phone calls	Landline calls	Text messages	Email	Social media	Video calling	Instant messaging	Other ways of communicating over the internet	
Essential	29%	52%	32%	45%	34%	22%	14%	30%	12%	
	FGI	ACDEFGHI	aFGI	ACEFGHI	AFGHI	GI	i	FGI		
	865	1566	960	1354	1019	671	435	916	351	
Fairly important	40%	36%	34%	38%	41%	32%	28%	32%	37%	
	bCFGHI	fgh	G	cFGH	BCdFGHI	g		g	fgh	
	1208	1087	1020	1145	1246	977	861	975	1105	
Not very important	25%	9%	23%	11%	17%	23%	31%	16%	27%	
	BDEH		BDEH	b	BD	BDEH	ABCDEFGHI	BD	BCDEFH	
	754	264	682	336	514	699	927	498	822	
Irrelevant	6%	3%	12%	6%	8%	22%	26%	21%	25%	
	B		ABDE	B	Bd	ABCDE	ABCDEFH	ABCDE	ABCDEFH	
	194	106	360	187	243	675	799	632	744	
NET: Important	69%	88%	66%	83%	75%	55%	43%	63%	48%	
	cFGHI	ACDEFGHI	FGI	ACEFGHI	ACFGHI	GI		FGI	G	
	2074	2652	1980	2499	2265	1648	1296	1891	1455	
NET: Unimportant	31%	12%	34%	17%	25%	45%	57%	37%	52%	
	BDE		aBDE	B	BD	ABCDEH	ABCDEFGHI	ABDE	ABCDEFH	
Effective Column n	948	370	1042	523	757	1374	1726	1131	1567	
	1747	1747	1747	1747	1747	1747	1747	1747	1747	
Unweighted base	2961	2961	2961	2961	2961	2961	2961	2961	2961	
Weighted base	3022	3022	3022	3022	3022	3022	3022	3022	3022	
Columns	A	B	C	D	E	F	G	H	I	

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

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

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Essential		29%	35%	24%	27%	30%	30%	28%	30%		
	865	433	432	278	152	299	136	411	455		
	-	B									
Fairly important		40%	35%	43%	40%	38%	39%	44%	40%		
	1208	430	779	408	193	393	214	590	618		
	-	A									
Not very important		25%	23%	26%	25%	26%	22%	25%	25%		
	754	284	470	255	132	258	110	374	381		
	-										
Irrelevant		6%	6%	7%	8%	6%	6%	7%	6%		
	194	76	118	77	30	57	30	107	87		
	-										
NET: Important		69%	71%	67%	67%	68%	69%	71%	70%		
	2074	863	1211	687	344	693	350	1000	1073		
	-										
NET: Unimportant		31%	29%	33%	33%	32%	31%	29%	30%		
	948	361	588	331	162	315	140	481	468		
	-										
Effective Column n											
	1747	321	1426	590	294	580	283	843	904		
	-										
Unweighted base		2961	544	2417	1000	498	983	480	1429		
Weighted base		3022	1223	1799	1018	506	1008	490	1481		
Columns	A	A	B	A	B	C	D	A	B		

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

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

Age														SEG										Working status						
Column %																														
Weighted counts																														
Column Comparisons																16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Essential																14%	22%	33%	37%	41%	45%	166	29%	28%	33%	26%	30%	27%	26%	31%
																58	210	322	110	276	166	463	402	221	242	195	208	416	447	
Fairly important																a		AB	AB	-	AB c	-	-						a	
																37%	43%	39%	37%	38%	38%	41%	39%	41%	41%	38%	40%	42%	37%	
Not very important																159	417	380	112	253	140	656	552	273	382	249	304	670	533	
																b				-			-							
Irrelevant																38%	28%	22%	21%	17%	14%	25%	25%	21%	28%	26%	25%	25%	25%	
																161	267	212	64	115	50	397	357	141	256	170	187	392	358	
NET: Important																b C D F	c F	f		-		-	-							
																11%	8%	5%	4%	3%	2%	5%	8%	5%	5%	7%	8%	7%	6%	
NET: Unimportant																46	73	53	13	22	9	86	108	35	51	45	63	104	90	
																c d f	f			-		-	-							
Effective Column n																51%	65%	73%	74%	79%	84%	70%	67%	74%	67%	67%	67%	69%	69%	
																216	627	702	222	528	306	1119	955	495	624	443	511	1086	980	
Unweighted base																A		Ab	Ab	-	AB c d	-								
																49%	35%	27%	26%	21%	16%	30%	33%	26%	33%	33%	33%	31%	31%	
Weighted base																207	340	265	77	137	59	483	466	176	307	215	250	497	448	
																B C D F	c d F	f	f	-		-	-							
Columns																240	587	565	180	355	174	946	801	406	540	357	444	901	839	
																407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422	
Columns																423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428	
																A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

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

UK nation										Rurality						
Column %																
Weighted counts																
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Essential	21%	26%	37%	32%	32%	30%	25%	24%	36%	29%	23%	36%	21%	29%	28%	**
	54	74	103	82	93	75	89	71	95	736	56	54	19	648	217	
										-		m				
Fairly important	38%	40%	38%	32%	40%	44%	46%	35%	40%	39%	46%	34%	50%	38%	44%	**
	95	115	107	82	115	112	164	103	106	999	112	51	45	866	341	
										-			l			
Not very important	32%	27%	22%	28%	22%	20%	22%	31%	22%	25%	26%	25%	23%	26%	22%	**
	80	76	61	72	64	51	79	92	59	634	62	38	21	582	172	
										-						
Irrelevant	9%	8%	3%	7%	5%	6%	8%	10%	3%	7%	5%	5%	7%	7%	5%	**
	22	22	9	18	16	16	28	31	8	169	12	7	6	154	38	
										-						
NET: Important	59%	66%	75%	65%	72%	74%	70%	59%	75%	68%	70%	70%	71%	67%	73%	**
	149	189	210	164	209	187	253	174	202	1736	168	106	64	1514	558	
										-						
NET: Unimportant	41%	34%	25%	35%	28%	26%	30%	41%	25%	32%	30%	30%	29%	33%	27%	**
	102	98	70	89	80	67	106	123	66	803	74	45	27	736	210	
										-						
Effective Column n																
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

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

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

Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Essential	37%	28%	29%	25%	26%	25%	24%		37%	27%	60%
	69	796	111	98	171	130	68		287	757	102
	b							b c d e			A
Fairly important	43%	40%	36%	42%	39%	43%	45%		38%	41%	19%
	80	1128	139	166	257	228	129		289	1173	32
									B		
Not very important	11%	26%	28%	27%	29%	27%	24%		18%	26%	13%
	21	734	107	106	190	142	69		139	732	22
		A	f		f	f			b		
Irrelevant	9%	6%	7%	6%	6%	5%	8%		7%	6%	8%
	16	178	28	22	40	27	22		55	180	14
NET: Important	80%	68%	65%	67%	65%	68%	68%		75%	68%	79%
	149	1924	250	263	429	358	197		576	1930	134
	b										a
NET: Unimportant	20%	32%	35%	33%	35%	32%	32%		25%	32%	21%
	37	912	135	128	230	169	92		194	912	36
		a							b		
Effective Column n											
	110	1636	240	232	426	365	185		299	1687	55
Unweighted base	187	2774	407	393	722	618	314		507	2860	94
Weighted base	186	2836	385	391	659	527	289		770	2842	170
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology				Quarter				Gender				
Column %												
Weighted counts												
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female			
Essential		52%	66%	42%	51%	53%	53%	49%	51%	52%		
	-	1566	807	759	523	269	532	242	760	806		
	-	B										
Fairly important		36%	24%	44%	37%	37%	33%	39%	37%	35%		
	-	1087	299	788	372	189	336	189	553	534		
	-	A										
Not very important		9%	5%	11%	9%	8%	8%	10%	8%	9%		
	-	264	63	200	89	41	85	49	121	143		
	-	A										
Irrelevant		3%	4%	3%	3%	1%	5%	2%	3%	4%		
	-	106	55	51	33	7	55	10	47	58		
	-	b										
NET: Important		88%	90%	86%	88%	91%	86%	88%	89%	87%		
	-	2652	1105	1547	895	458	868	431	1312	1340		
	-	b										
NET: Unimportant		12%	10%	14%	12%	9%	14%	12%	11%	13%		
	-	370	118	251	123	48	140	59	168	201		
	-	a										
Effective Column n		1747	321	1426	590	294	580	283	843	904		
	-											
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532		
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541		
Columns	A	A	B	A	B	C	D	A	B			

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

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

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons																									
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Essential	64%	59%	54%	36%	31%	27%	53%	50%	53%	54%	56%	45%	59%	44%											
	272	566	521	108	207	100	856	709	356	501	367	342	933	627											
	c D F	D F	D F		-		-		f	f	f		B												
Fairly important	31%	36%	36%	38%	39%	39%	35%	37%	34%	35%	35%	40%	35%	37%											
	129	351	350	113	257	144	557	530	230	327	227	302	559	522											
					-		-																		
Not very important	4%	4%	8%	18%	20%	22%	9%	9%	8%	9%	7%	10%	5%	13%											
	17	39	74	54	134	79	139	125	57	82	46	79	74	188											
			b	A B C	-	A B C	-	-						A											
Irrelevant	1%	1%	2%	8%	10%	12%	3%	4%	4%	2%	3%	5%	1%	6%											
	5	11	23	25	68	43	49	57	27	22	17	39	16	90											
				A B C	-	A B C	-	-						A											
NET: Important	95%	95%	90%	74%	70%	67%	88%	87%	87%	89%	90%	85%	94%	81%											
	401	917	870	220	464	243	1414	1239	586	828	595	644	1492	1150											
	c D F	c D F	D F		-		-	-					B												
NET: Unimportant	5%	5%	10%	26%	30%	33%	12%	13%	13%	11%	10%	15%	6%	19%											
	22	50	97	79	201	122	188	182	84	104	64	118	90	278											
			a b	A B C	-	A B C	-	-						A											
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839											
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422											
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

UK nation										Rurality						
Column %																
Weighted counts																
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Essential	52%	56%	53%	51%	54%	54%	48%	51%	60%	53%	42%	48%	47%	55%	42%	**
	130	162	148	130	156	137	172	153	160	1348	102	73	42	1238	326	
										-				B		
Fairly important	38%	32%	36%	36%	34%	30%	44%	34%	33%	35%	39%	35%	45%	34%	40%	**
	96	92	100	91	97	77	157	102	88	899	95	53	40	774	311	
										-						
Not very important	7%	10%	7%	7%	8%	12%	8%	10%	5%	8%	13%	12%	6%	8%	12%	**
	18	29	20	18	24	31	27	29	14	209	31	18	5	170	93	
										-				a		
Irrelevant	3%	1%	4%	6%	4%	4%	1%	5%	2%	3%	6%	5%	3%	3%	5%	**
	7	4	12	15	12	9	4	14	6	82	14	7	3	67	39	
										-						
NET: Important	90%	89%	89%	87%	87%	84%	91%	86%	93%	89%	81%	83%	91%	89%	83%	**
	225	255	248	220	253	214	329	254	249	2247	197	126	83	2013	637	
										-				B		
NET: Unimportant	10%	11%	11%	13%	13%	16%	9%	14%	7%	11%	19%	17%	9%	11%	17%	**
	25	33	32	33	36	40	31	43	19	291	45	25	8	237	132	
										-				A		
Effective Column n																
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Columns %												
Weighted counts												
Column Comparisons												
Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user			
Essential	39%	53%	43%	46%	48%	53%	65%	57%	53%	27%		
	73	1493	165	179	317	282	188	435	1519	46		
	a				a	A B C d	a b c	B				
Fairly important	36%	36%	39%	39%	39%	38%	27%	32%	36%	29%		
	67	1020	150	154	260	199	78	246	1034	49		
		e	e	e	e							
Not very important	13%	8%	12%	12%	10%	6%	6%	8%	8%	21%		
	24	239	47	46	64	30	17	59	223	35		
										A		
Irrelevant	12%	3%	6%	3%	3%	3%	2%	4%	2%	24%		
	22	84	23	13	19	16	6	29	65	40		
	B									A		
NET: Important	75%	89%	82%	85%	87%	91%	92%	89%	90%	56%		
	140	2513	315	333	576	480	266	681	2553	95		
		A				a	a		B			
NET: Unimportant	25%	11%	18%	15%	13%	9%	8%	11%	10%	44%		
	46	324	70	58	83	47	23	89	289	75		
	B		d e							A		
Effective Column n												
	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

Methodology			Quarter					Gender		
Column % Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		32%	34%	31%	30%	34%	31%	34%	29%	34%
	-	960	410	550	305	172	315	169	435	525
Fairly important		34%	28%	38%	34%	33%	36%	32%	37%	30%
	-	1020	336	683	341	165	358	155	551	469
Not very important		23%	23%	22%	25%	24%	20%	23%	22%	23%
	-	682	282	400	251	122	197	111	326	357
Irrelevant		12%	16%	9%	12%	9%	14%	11%	11%	12%
	-	360	194	166	120	47	138	55	169	191
NET: Important		66%	61%	69%	63%	66%	67%	66%	67%	64%
	-	1980	747	1233	646	336	673	324	986	993
NET: Unimportant		34%	39%	31%	37%	34%	33%	34%	33%	36%
	-	1042	476	566	372	170	335	166	495	548
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age														SEG										Working status	
Column %																Working		Not working							
Weighted counts																									
Column Comparisons																									
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE														
Essential	14%	18%	34%	53%	59%	64%	36%	28%	38%	34%	25%	30%	25%	40%											
	60	174	333	159	393	234	569	391	257	312	165	226	388	569											
			AB	ABC	-	ABCd	-	-	Ef	e					A										
Fairly important	31%	33%	38%	33%	30%	27%	32%	36%	33%	31%	39%	34%	37%	31%											
	133	323	365	99	199	100	507	513	220	287	256	257	580	436											
					-		-	-							b										
Not very important	32%	32%	19%	10%	8%	6%	23%	22%	18%	26%	23%	22%	27%	18%											
	137	310	185	29	50	21	364	318	122	242	153	165	423	257											
	CDF	CDF	dF		-		-	-		c					B										
Irrelevant	22%	17%	9%	4%	3%	3%	10%	14%	11%	10%	13%	15%	12%	12%											
	93	160	84	13	23	10	161	199	71	91	85	114	191	165											
	CDF	CDF	f		-		-	-																	
NET: Important	46%	51%	72%	86%	89%	91%	67%	64%	71%	64%	64%	63%	61%	70%											
	193	497	698	258	592	334	1076	904	477	599	421	483	968	1005											
			AB	ABC	-	ABC	-	-							A										
NET: Unimportant	54%	49%	28%	14%	11%	9%	33%	36%	29%	36%	36%	37%	39%	30%											
	230	470	269	42	73	31	526	517	193	332	238	279	614	422											
	CDF	CDF	DF		-		-	-							B										
Effective Column n																									
	240	587	565	180	355	174	946	801	406	540	357	444	901	839											
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422											
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Essential	30%	29%	39%	29%	28%	30%	27%	35%	33%	31%	34%	43%	25%	30%	36%	**			
	76	84	110	73	81	76	97	105	89	791	81	65	23	684	275				
Fairly important	32%	38%	33%	34%	36%	32%	34%	32%	32%	34%	35%	28%	41%	33%	37%	**			
	80	110	91	87	103	82	122	96	85	856	84	43	37	734	285				
Not very important	24%	21%	23%	21%	28%	24%	24%	20%	22%	23%	19%	18%	25%	23%	21%	**			
	60	60	65	54	81	60	87	60	59	587	46	27	23	520	160				
Irrelevant	14%	11%	5%	15%	8%	14%	15%	12%	13%	12%	13%	11%	9%	14%	6%	**			
	35	32	14	39	24	36	54	37	34	305	31	16	8	312	48				
NET: Important	62%	68%	72%	63%	63%	62%	61%	67%	65%	65%	68%	71%	66%	63%	73%	**			
	155	195	201	160	183	158	219	200	175	1647	165	108	60	1418	560				
NET: Unimportant	38%	32%	28%	37%	37%	38%	39%	33%	35%	35%	32%	29%	34%	37%	27%	**			
	95	92	79	93	105	96	141	97	94	892	77	43	30	832	208				
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Essential		42%	31%	33%	35%	30%	28%	24%		37%	29%	69%
	b	78	882	129	137	195	149	68		281	836	118
											A	
Fairly important		34%	34%	30%	33%	35%	35%	41%		31%	35%	15%
		63	957	117	129	230	186	120		238	992	26
										B		
Not very important		14%	23%	22%	20%	26%	24%	24%		20%	24%	5%
		27	656	87	76	170	128	68		153	672	8
			a							B		
Irrelevant		10%	12%	14%	13%	10%	12%	11%		13%	12%	11%
		18	342	53	49	64	63	33		97	342	18
NET: Important		76%	65%	64%	68%	64%	64%	65%		67%	64%	85%
	b	141	1838	246	266	425	335	188		520	1828	144
											A	
NET: Unimportant		24%	35%	36%	32%	36%	36%	35%		33%	36%	15%
		44	998	140	125	234	192	101		250	1014	26
			a							B		
Effective Column n		110	1636	240	232	426	365	185		299	1687	55
Unweighted base		187	2774	407	393	722	618	314		507	2860	94
Weighted base		186	2836	385	391	659	527	289		770	2842	170
Columns	A	B	A	B	C	D	E	F		A	B	

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

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

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		45%	55%	38%	46%	47%	45%	40%	41%	48%
		1354	673	681	465	237	457	195	614	740
	-	B							a	
Fairly important		38%	26%	46%	38%	35%	37%	42%	39%	37%
		1145	318	827	391	178	370	207	581	564
	-	A								
Not very important		11%	9%	12%	10%	13%	10%	14%	13%	10%
		336	116	221	103	66	100	67	189	147
	-								b	
Irrelevant		6%	10%	4%	6%	5%	8%	4%	7%	6%
		187	117	70	60	25	80	22	96	90
	-	B								
NET: Important		83%	81%	84%	84%	82%	82%	82%	81%	85%
		2499	990	1508	855	415	827	401	1195	1304
	-								a	
NET: Unimportant		17%	19%	16%	16%	18%	18%	18%	19%	15%
		523	233	290	163	91	181	89	286	237
	-								b	
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													SEG										Working status	
Column %																								
Weighted counts																								
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working										
Essential	62%	54%	44%	29%	22%	16%	45%	45%	44%	45%	49%	41%	53%	36%										
	260	524	425	88	144	57	716	638	297	420	323	315	843	508										
	b C D F	C D F	D F	f	-	-	-	-					B											
Fairly important	34%	38%	43%	33%	32%	31%	37%	38%	35%	39%	38%	39%	39%	36%										
	146	369	415	100	215	115	600	546	237	363	250	296	624	515										
			f		-		-	-																
Not very important	4%	7%	10%	21%	24%	27%	12%	10%	13%	11%	9%	11%	6%	17%										
	16	67	94	62	160	98	193	144	90	103	56	87	97	237										
			a	A B C	-	A B C	-	-						A										
Irrelevant	0%	1%	3%	17%	22%	26%	6%	7%	7%	5%	5%	8%	1%	12%										
	1	7	34	50	146	96	93	94	47	46	30	64	18	168										
			a b	A B C	-	A B C d	-	-						A										
NET: Important	96%	92%	87%	63%	54%	47%	82%	83%	80%	84%	87%	80%	93%	72%										
	406	893	840	188	359	172	1316	1183	533	783	572	611	1467	1023										
	b C D F	c D F	D F	f	-	-	-	-			c f		B											
NET: Unimportant	4%	8%	13%	37%	46%	53%	18%	17%	20%	16%	13%	20%	7%	28%										
	17	74	127	112	305	194	286	237	137	149	86	151	115	405										
		a	A b	A B C	-	A B C d	-	-	e			e		A										
Effective Column n																								
	240	587	565	180	355	174	946	801	406	540	357	444	901	839										
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422										
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428										
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B										

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

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

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

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Essential	46%	54%	50%	49%	44%	50%	39%	43%	45%	46%	35%	40%	39%	46%	41%	**	
	114	155	141	123	126	127	139	127	120	1173	85	60	35	1042	312		
	k																
Fairly important	36%	29%	36%	37%	39%	35%	48%	34%	40%	38%	39%	35%	48%	38%	36%	**	
	90	84	102	94	114	88	173	102	108	955	93	54	44	863	279		
	b																
Not very important	13%	12%	7%	9%	13%	10%	10%	15%	9%	11%	13%	12%	7%	10%	15%	**	
	33	33	20	22	36	26	38	46	24	278	33	19	7	222	115		
	a																
Irrelevant	5%	5%	6%	5%	4%	5%	3%	8%	6%	5%	13%	12%	6%	5%	8%	**	
	13	15	18	14	12	13	10	22	17	132	31	19	5	123	63		
	e																
NET: Important	82%	83%	87%	86%	83%	85%	87%	77%	85%	84%	74%	75%	87%	85%	77%	**	
	205	239	242	217	240	215	312	229	228	2128	178	114	79	1905	591		
	B																
NET: Unimportant	18%	17%	13%	14%	17%	15%	13%	23%	15%	16%	26%	25%	13%	15%	23%	**	
	46	48	38	36	49	39	47	68	40	410	63	37	12	345	178		
	A																
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2	
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3	
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Essential	40%	45%	42%	42%	44%	47%	45%	47%	47%	13%	
	74	1280	163	163	288	249	130	362	1332	21	
									B		
Fairly important	33%	38%	37%	36%	41%	42%	44%	32%	40%	11%	
	61	1084	144	140	270	221	126	244	1123	19	
									B		
Not very important	9%	11%	12%	16%	10%	8%	8%	12%	10%	24%	
	16	320	47	62	67	45	23	93	295	41	
										A	
Irrelevant	18%	5%	8%	7%	5%	2%	4%	9%	3%	53%	
	34	153	31	26	35	12	10	72	92	89	
	B		d	d				d		A	
NET: Important	73%	83%	80%	77%	85%	89%	88%	79%	86%	24%	
	135	2364	307	303	557	470	256	605	2455	40	
		a			b	a B F	a b f		B		
NET: Unimportant	27%	17%	20%	23%	15%	11%	12%	21%	14%	76%	
	51	472	78	88	102	57	33	165	387	130	
	b		d e	c D e				D e		A	
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		34%	34%	33%	32%	38%	34%	32%	35%	33%
		1019	421	598	329	191	341	158	518	502
	-									
Fairly important		41%	32%	47%	42%	43%	37%	47%	42%	40%
		1246	392	854	425	216	373	232	623	623
	-		A				c			
Not very important		17%	18%	16%	19%	13%	20%	12%	16%	18%
		514	220	294	190	64	201	60	242	272
	-			b d		b d				
Irrelevant		8%	16%	3%	7%	7%	9%	8%	7%	9%
		243	190	53	74	36	93	39	98	145
	-		B							a
NET: Important		75%	66%	81%	74%	80%	71%	80%	77%	73%
		2265	813	1452	754	407	714	390	1141	1124
	-		A		c		c	b		
NET: Unimportant		25%	34%	19%	26%	20%	29%	20%	23%	27%
		757	410	347	264	99	294	100	340	417
	-		B			b d				a
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons																										
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
Essential	33%	36%	35%	33%	29%	25%	38%	29%	43%	34%	31%	28%	36%	32%												
	140	352	337	100	191	91	607	412	287	320	202	210	568	450												
	f																									
Fairly important	43%	44%	41%	34%	37%	40%	42%	40%	41%	43%	43%	38%	44%	38%												
	180	422	395	103	249	146	677	569	272	405	280	289	691	547												
	b																									
Not very important	21%	17%	18%	15%	14%	13%	14%	21%	11%	16%	21%	21%	16%	18%												
	87	165	170	44	93	49	221	293	70	151	137	156	259	251												
	c																									
Irrelevant	4%	3%	7%	18%	20%	21%	6%	10%	6%	6%	6%	14%	4%	13%												
	17	29	65	53	132	79	97	146	40	56	40	106	63	179												
	A																									
NET: Important	76%	80%	76%	68%	66%	65%	80%	69%	83%	78%	73%	66%	80%	70%												
	319	774	732	203	440	238	1284	981	559	725	482	499	1260	997												
	B																									
NET: Unimportant	24%	20%	24%	32%	34%	35%	20%	31%	17%	22%	27%	34%	20%	30%												
	104	193	235	97	225	128	318	439	111	207	176	262	322	431												
	A																									
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839												
	C																									
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422												
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

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

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

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

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Essential	26%	36%	31%	45%	36%	35%	31%	32%	40%	35%	28%	37%	21%	34%	33%	**		
	66	104	86	114	105	88	112	96	106	877	68	55	19	762	257			
			a k m							-		m						
Fairly important	50%	35%	47%	34%	40%	43%	44%	45%	37%	42%	41%	34%	43%	41%	42%	**		
	124	101	132	87	115	109	157	134	99	1057	98	51	39	920	323			
										-								
Not very important	18%	19%	13%	17%	17%	17%	18%	14%	19%	17%	15%	16%	21%	17%	17%	**		
	46	56	37	44	48	42	66	42	51	433	36	25	19	383	131			
										-								
Irrelevant	6%	9%	9%	3%	7%	6%	7%	8%	5%	7%	16%	13%	14%	8%	8%	**		
	14	26	25	9	21	14	24	25	13	171	39	20	13	185	58			
										-	a D f g i	d	d					
NET: Important	76%	71%	78%	79%	76%	78%	75%	77%	76%	76%	69%	70%	65%	75%	75%	**		
	190	205	218	200	220	197	269	230	205	1934	166	106	59	1682	580			
										-								
NET: Unimportant	24%	29%	22%	21%	24%	22%	25%	23%	24%	24%	31%	30%	35%	25%	25%	**		
	60	82	62	53	69	57	91	67	63	604	76	45	32	568	189			
										-								
Effective Column n																		
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Essential	36% 66	34% 953	30% 117	34% 132	31% 208	39% 204	44% 128		30% 231	36% 1014	3% 5
							a c f		B		
Fairly important	35% 65	42% 1182	40% 153	42% 163	45% 294	44% 231	43% 124		37% 282	43% 1233	5% 9
									B		
Not very important	12% 23	17% 491	20% 76	16% 62	19% 128	13% 68	12% 34		19% 146	17% 481	19% 32
Irrelevant	17% 32	7% 211	10% 40	9% 35	5% 30	5% 24	1% 3		14% 110	4% 114	73% 124
	B		c d E	c d E	e	e		C D E			A
NET: Important	70% 131	75% 2135	70% 269	75% 294	76% 501	83% 435	87% 252		67% 514	79% 2247	8% 14
				f		A b c F	A b c F		B		
NET: Unimportant	30% 55	25% 702	30% 116	25% 97	24% 158	17% 92	13% 37		33% 256	21% 595	92% 156
			D E	d e	d e			c D E			A
Effective Column n	110	1636	240	232	426	365	185		299	1687	55
Unweighted base	187	2774	407	393	722	618	314		507	2860	94
Weighted base	186	2836	385	391	659	527	289		770	2842	170
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		22%	26%	20%	24%	23%	20%	23%	22%	23%
		671	314	357	240	118	199	113	319	352
	-	b								
Fairly important		32%	29%	34%	33%	33%	31%	35%	30%	35%
		977	358	619	334	165	309	169	441	537
	-	a								a
Not very important		23%	22%	24%	23%	23%	23%	24%	25%	21%
		699	268	431	230	117	236	116	375	324
	-							b		
Irrelevant		22%	23%	22%	21%	21%	26%	19%	23%	21%
		675	283	392	214	106	263	91	346	329
	-									
NET: Important		55%	55%	54%	56%	56%	50%	58%	51%	58%
		1648	672	976	574	282	509	283	759	888
	-									a
NET: Unimportant		45%	45%	46%	44%	44%	50%	42%	49%	42%
		1374	551	823	444	224	499	207	722	653
	-							b		
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age														SEG										Working status					
Column %																													
Weighted counts																													
Column Comparisons																16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Essential																53%	30%	12%	10%	6%	2%	21%	23%	19%	23%	26%	21%	26%	18%
																223	291	118	30	38	8	344	327	126	218	169	158	413	255
																B C D F	C D F	F	f	-	-	-	-					B	
Fairly important																32%	41%	34%	23%	18%	13%	31%	34%	30%	32%	34%	34%	37%	26%
																136	394	330	69	117	49	494	483	200	294	226	256	593	377
																d F	a c D F	d F	f	-	-	-	-					B	
Not very important																14%	21%	29%	19%	24%	27%	25%	21%	24%	25%	21%	22%	23%	23%
																58	205	278	58	159	100	396	303	161	234	138	166	365	334
																a	A b d		-	A	-	-							
Irrelevant																1%	8%	25%	48%	53%	57%	23%	22%	27%	20%	19%	24%	13%	32%
																6	77	241	143	351	208	368	308	183	185	126	182	212	462
																A	A B	A B	A B C	-	A B C	-	-	d e					A
NET: Important																85%	71%	46%	33%	23%	16%	52%	57%	49%	55%	60%	54%	64%	44%
																359	685	448	99	156	57	838	809	326	512	395	414	1006	632
																B C D F	C D F	d F	F	-	-	-	-		c			B	
NET: Unimportant																15%	29%	54%	67%	77%	84%	48%	43%	51%	45%	40%	46%	36%	56%
																64	282	519	201	509	308	763	611	344	419	263	348	576	796
																A	A B	A B c	-	A B C D	-	-	e						A
Effective Column n																240	587	565	180	355	174	946	801	406	540	357	444	901	839
Unweighted base																407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422
Weighted base																423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428
Columns																A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Essential	22%	28%		22%	24%	19%	24%	25%	19%	22%	23%	17%	19%	22%	24%	16% **			
	56	80		61	60	55	62	90	57	59	580	41	29	20	545	126			
										-					b				
Fairly important	38%	29%		31%	31%	29%	34%	39%	30%	37%	33%	27%	30%	31%	33%	32% **			
	95	83		86	79	83	88	139	88	99	839	66	45	28	732	243			
										-									
Not very important	22%	19%		29%	26%	31%	15%	22%	20%	23%	23%	24%	24%	25%	23%	25% **			
	56	54		82	66	90	38	77	59	62	583	57	36	23	511	189			
										-									
Irrelevant	17%	25%		18%	19%	21%	26%	15%	31%	18%	21%	32%	27%	22%	21%	28% **			
	44	71		52	48	61	67	53	93	48	537	78	41	20	462	212			
									g		-	a c d G i			a				
NET: Important	60%	57%		52%	55%	48%	59%	64%	49%	59%	56%	44%	49%	53%	57%	48% **			
	151	163		146	139	138	149	229	146	158	1419	107	74	48	1277	369			
								k			-				b				
NET: Unimportant	40%	43%		48%	45%	52%	41%	36%	51%	41%	44%	56%	51%	47%	43%	52% **			
	99	125		133	114	151	105	131	152	110	1120	135	77	43	973	400			
											-	g			a				
Effective Column n																			
	108	123		116	115	125	114	155	129	117	1102	219	216	209	1192	553			
																2			
Unweighted base	183	208		197	195	212	194	262	219	198	1868	372	366	355	2020	938			
Weighted base	250	287		280	253	289	254	360	297	268	2538	242	151	91	2250	769			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

QB7: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Essential	25%	22%	22%	20%	18%	22%	21%	28%	24%	1%	
	46	625	84	80	119	115	60	213	669	2	
								c	B		
Fairly important	30%	33%	30%	32%	38%	37%	32%	26%	34%	6%	
	55	922	116	124	248	193	94	201	965	10	
					f	f			B		
Not very important	13%	24%	21%	27%	23%	25%	26%	20%	24%	11%	
	24	675	81	104	149	132	76	157	679	18	
		a							b		
Irrelevant	33%	22%	27%	21%	22%	17%	21%	26%	19%	83%	
	61	615	103	84	143	87	60	199	530	141	
	b		d					d		A	
NET: Important	54%	55%	52%	52%	56%	59%	53%	54%	57%	7%	
	101	1547	201	204	367	308	154	414	1633	11	
									B		
NET: Unimportant	46%	45%	48%	48%	44%	41%	47%	46%	43%	93%	
	85	1290	185	188	292	219	135	356	1209	159	
										A	
Effective Column n											
	110	1636	240	232	426	365	185	299	1687	55	
Unweighted base	187	2774	407	393	722	618	314	507	2860	94	
Weighted base	186	2836	385	391	659	527	289	770	2842	170	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		14%	14%	15%	15%	14%	14%	15%	15%	
		435	172	263	149	69	143	75	203	
	-									
Fairly important		28%	26%	30%	28%	28%	26%	35%	29%	
		861	317	545	289	141	261	170	422	
	-			a						
Not very important		31%	31%	30%	30%	34%	33%	25%	31%	
		927	384	543	303	170	330	123	454	
	-									
Irrelevant		26%	29%	25%	27%	25%	27%	25%	27%	
		799	351	449	277	126	274	122	401	
	-									
NET: Important		43%	40%	45%	43%	42%	40%	50%	42%	
		1296	488	808	437	210	404	245	625	
	-			a				c		
NET: Unimportant		57%	60%	55%	57%	58%	60%	50%	58%	
		1726	735	991	581	296	604	245	855	
	-		b			d				
Effective Column n										
		1747	321	1426	590	294	580	283	843	
									904	
Unweighted base		2961	544	2417	1000	498	983	480	1429	
Weighted base		3022	1223	1799	1018	506	1008	490	1481	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age														SEG										Working status						
Column %																														
Weighted counts																														
Column Comparisons																16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Essential																25%	19%	10%	9%	6%	5%	15%	14%	15%	15%	14%	14%	13%	16%	13%
																107	184	101	26	43	17	243	192	102	102	141	90	102	249	181
																b c D F	C d F	f		-		-								
Fairly important																41%	38%	24%	15%	14%	14%	30%	27%	31%	29%	29%	29%	26%	35%	21%
																174	366	227	44	93	50	477	384	205	272	190	195	195	556	303
																C D F	C D F	d f		-		-						B		
Not very important																25%	29%	37%	29%	27%	25%	31%	30%	32%	30%	34%	34%	27%	33%	28%
																107	281	361	86	178	92	495	432	212	283	225	207	521	404	
																		a b f		-		-						b		
Irrelevant																8%	14%	29%	48%	53%	57%	24%	29%	23%	25%	23%	34%	16%	38%	
																35	136	277	144	351	207	387	412	151	236	154	258	257	540	
																a	AB	AB	AB C	-	AB C	-	-				C d e		A	
NET: Important																66%	57%	34%	23%	21%	18%	45%	41%	46%	44%	42%	39%	51%	34%	
																281	550	328	70	136	67	720	576	307	413	280	297	804	484	
																b c D F	C D F	d f		-		-						B		
NET: Unimportant																34%	43%	66%	77%	79%	82%	55%	59%	54%	56%	58%	61%	49%	66%	
																142	417	639	230	529	299	882	844	363	519	379	465	778	944	
																a	AB	AB c	-	AB C	-	-							A	
Effective Column n																														
																240	587	565	180	355	174	946	801	406	540	357	444	901	839	
Unweighted base																407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422	
Weighted base																423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428	
Columns																A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Essential	14%	16%	14%	14%	13%	15%	17%	12%	17%	15%	12%	14%	10%	15%	11%	**			
	36	46	39	34	39	37	61	37	46	375	29	21	9	348	87				
Fairly important	28%	26%	31%	32%	32%	26%	32%	27%	30%	29%	23%	22%	28%	29%	26%	**			
	69	75	86	81	93	65	116	79	81	746	56	34	26	663	197				
Not very important	37%	24%	32%	27%	30%	29%	33%	31%	33%	31%	27%	31%	36%	30%	31%	**			
	94	69	90	69	87	74	117	92	89	782	65	46	33	683	241				
Irrelevant	21%	34%	23%	27%	24%	31%	18%	30%	19%	25%	38%	33%	25%	25%	32%	**			
	52	97	64	69	70	78	65	89	52	635	92	50	23	556	244				
NET: Important	42%	42%	45%	46%	46%	40%	49%	39%	48%	44%	35%	36%	39%	45%	37%	**			
	105	121	126	116	131	102	177	116	127	1121	85	55	35	1011	284				
NET: Unimportant	58%	58%	55%	54%	54%	60%	51%	61%	52%	56%	65%	64%	61%	55%	63%	**			
	145	167	154	138	157	152	182	181	141	1417	157	96	56	1239	484				
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Essential	15%	14%	12%	11%	13%	16%	19%	16%	15%	2%		
	28	407	45	45	84	84	56	121	431	3		
Fairly important	25%	29%	24%	27%	31%	33%	38%	23%	30%	4%		
	46	815	94	106	202	176	110	173	851	7		
Not very important	23%	31%	26%	33%	30%	31%	27%	33%	32%	9%		
	42	884	99	129	199	162	79	257	905	16		
Irrelevant	37%	26%	38%	28%	26%	20%	15%	28%	23%	84%		
	69	730	147	111	175	105	44	218	655	144		
NET: Important	b		b c D E f	d e	d e			d e		A		
	40%	43%	36%	39%	43%	49%	57%	38%	45%	6%		
	74	1222	139	151	286	260	166	294	1282	11		
NET: Unimportant					a b f	A B c F		B				
	60%	57%	64%	61%	57%	51%	43%	62%	55%	94%		
	112	1614	246	240	373	267	124	476	1560	159		
Effective Column n			d E	d E	e			d E		A		
	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		30%	29%	31%	33%	29%	29%	27%	33%	
	-	916	360	556	336	147	292	142	405	
									a	
Fairly important		32%	30%	34%	32%	36%	29%	34%	35%	
	-	975	366	609	328	182	297	168	512	
								b		
Not very important		16%	17%	16%	16%	16%	17%	16%	17%	
	-	498	205	293	161	83	176	78	256	
									242	
Irrelevant		21%	24%	19%	19%	19%	24%	21%	21%	
	-	632	292	340	193	94	243	103	308	
			b							
NET: Important		63%	59%	65%	65%	65%	58%	63%	62%	
	-	1891	726	1165	664	329	589	310	916	
			a						975	
NET: Unimportant		37%	41%	35%	35%	35%	42%	37%	38%	
	-	1131	497	634	354	177	419	180	564	
			b							
Effective Column n										
		1747	321	1426	590	294	580	283	843	
									904	
Unweighted base		2961	544	2417	1000	498	983	480	1429	
Weighted base		3022	1223	1799	1018	506	1008	490	1481	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons																									
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Essential	58%	42%	21%	13%	10%	7%	31%	29%	31%	32%	33%	26%	36%	24%											
	243	410	199	39	64	25	500	416	207	294	215	201	565	349											
	B C D F	C D F	d F		-		-						B												
Fairly important	33%	40%	33%	23%	19%	16%	31%	33%	30%	32%	35%	32%	38%	26%											
	139	385	322	69	129	60	503	472	202	302	232	241	605	365											
	d F	C D F	d F		-		-						B												
Not very important	8%	12%	22%	18%	20%	22%	15%	18%	16%	15%	18%	17%	15%	18%											
	35	113	217	53	133	80	247	252	105	141	119	133	244	253											
			AB	a		AB	-	-																	
Irrelevant	1%	6%	24%	46%	51%	55%	22%	20%	23%	21%	14%	25%	11%	32%											
	5	59	228	138	339	201	352	281	157	195	93	188	168	461											
		a	AB	AB C	-	AB C	-	-	e	e		E		A											
NET: Important	90%	82%	54%	36%	29%	23%	63%	63%	61%	64%	68%	58%	74%	50%											
	383	795	521	108	193	85	1003	888	408	595	447	441	1170	714											
	b C D F	C D F	D F	f	-	-	-	-			f		B												
NET: Unimportant	10%	18%	46%	64%	71%	77%	37%	37%	39%	36%	32%	42%	26%	50%											
	40	172	446	192	472	281	598	532	262	336	212	320	412	714											
	a	AB	AB C	-	AB C d	-	-	-				e		A											
Effective Column n																									
	240	587	565	180	355	174	946	801	406	540	357	444	901	839											
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422											
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

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

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Essential	27%	35%	32%	26%	30%	34%	40%	29%	26%	31%	23%	25%	30%	33%	23%	**		
	68	100	88	67	85	86	145	87	69	795	56	38	27	739	176			
							k			-				B				
Fairly important	34%	27%	37%	36%	25%	30%	37%	34%	39%	33%	25%	27%	29%	33%	30%	**		
	84	79	103	92	74	75	133	102	106	848	60	40	27	745	229			
										-								
Not very important	19%	15%	14%	19%	27%	10%	13%	9%	21%	16%	18%	18%	19%	15%	20%	**		
	49	44	39	47	79	26	46	26	55	411	43	27	17	342	156			
					f g H					-					a			
Irrelevant	20%	22%	18%	19%	18%	26%	10%	27%	14%	19%	34%	30%	22%	19%	27%	**		
	50	64	49	47	51	67	35	82	39	485	82	46	20	425	208			
		g				G		Gi		-	a c d e G I	Gi			A			
NET: Important	61%	62%	68%	63%	55%	64%	77%	64%	65%	65%	48%	52%	59%	66%	53%	**		
	152	179	191	159	159	161	278	190	174	1643	116	79	53	1484	405			
		k	K I	k		k	a b d E f h K L m	k	k	-				B				
NET: Unimportant	39%	38%	32%	37%	45%	36%	23%	36%	35%	35%	52%	48%	41%	34%	47%	**		
	98	108	89	94	130	93	81	108	94	895	125	72	37	766	363			
										-	b C d f G h i	c G	g		A			
Effective Column n																		
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2		
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3		
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

QB7: Inability to leave home without help, due to illness or disability												
QJ6: Annual household income												
QJ2: Internet usage												
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year	
Essential	26%	31%	25%	20%	28%	35%	41%	32%	32%	32%	2%	2%
	48	868	98	80	188	183	119	248	913	3		
					b	a B	A B c	b	B			
Fairly important	30%	32%	30%	35%	35%	37%	29%	28%	34%	7%		
	56	919	116	135	229	197	85	214	961	12		
									B			
Not very important	16%	17%	19%	19%	17%	14%	12%	17%	17%	9%		
	29	469	72	76	114	74	36	127	482	14		
									b			
Irrelevant	28%	20%	26%	26%	20%	14%	17%	24%	17%	83%		
	52	580	100	101	129	72	49	181	486	141		
			D	D			d			A		
NET: Important	56%	63%	56%	55%	63%	72%	71%	60%	66%	9%		
	104	1787	214	215	417	381	204	462	1874	14		
						A B c f	a b		B			
NET: Unimportant	44%	37%	44%	45%	37%	28%	29%	40%	34%	91%		
	82	1049	171	177	243	146	85	308	968	156		
			D e	D e	d		d			A		
Effective Column n												
	110	1636	240	232	426	365	185	299	1687	55		
Unweighted base	187	2774	407	393	722	618	314	507	2860	94		
Weighted base	186	2836	385	391	659	527	289	770	2842	170		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Essential		12%	11%	12%	13%	9%	11%	13%	12%	12%
		351	136	214	133	43	110	65	171	180
	-									
Fairly important		37%	31%	40%	35%	39%	34%	41%	38%	35%
		1105	379	726	358	198	347	203	561	544
	-		A							
Not very important		27%	23%	30%	28%	28%	27%	24%	28%	27%
		822	276	546	289	143	271	119	409	413
	-		A							
Irrelevant		25%	35%	17%	23%	24%	28%	21%	23%	26%
		744	432	313	238	123	280	103	339	405
	-		B							
NET: Important		48%	42%	52%	48%	48%	45%	55%	49%	47%
		1455	515	940	491	241	456	268	732	723
	-		A							
NET: Unimportant		52%	58%	48%	52%	52%	55%	45%	51%	53%
		1567	708	859	527	265	552	222	748	818
	-		B							
Effective Column n										
		1747	321	1426	590	294	580	283	843	904
Unweighted base		2961	544	2417	1000	498	983	480	1429	1532
Weighted base		3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Age													SEG					Working status		
Column %																				
Weighted counts																				
Column Comparisons																				
16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Essential	21%	16%	9%	4%	3%	2%	12%	12%	13%	10%	12%	11%	14%	9%						
	87	156	88	12	19	7	185	166	88	97	80	86	218	132						
Fairly important	C D F	C D F	d F		-		-						b							
	49%	45%	34%	22%	21%	19%	34%	39%	34%	35%	41%	37%	43%	29%						
Not very important	206	432	329	66	137	71	552	553	230	322	269	284	681	420						
	C D F	C D F	d F		-		-						B							
Irrelevant	20%	24%	31%	29%	30%	31%	29%	25%	27%	30%	27%	24%	26%	28%						
	84	235	304	86	199	113	461	361	182	279	176	185	417	400						
NET: Important		a b		-	a		-													
	11%	15%	25%	45%	47%	48%	25%	24%	25%	25%	20%	27%	17%	33%						
NET: Unimportant	46	143	245	136	310	174	404	340	171	233	134	206	267	476						
	69%	61%	43%	26%	23%	21%	46%	51%	47%	45%	53%	49%	57%	39%	A					
Effective Column n	293	589	417	78	156	78	737	719	318	419	348	370	898	551						
	b C D F	C D F	D F		-		-						B							
Unweighted base	31%	39%	57%	74%	77%	79%	54%	49%	53%	55%	47%	51%	43%	61%						
	130	378	550	222	509	287	865	702	352	512	310	391	684	877	A					
Weighted base	a	A B	A B C	-	A B C	-	-													
	240	587	565	180	355	174	946	801	406	540	357	444	901	839						
Columns	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422						
	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428						
A B C D E F A B C D E F A B																				

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

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

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Essential	12%	7%	14%	11%	7%	14%	17%	10%	15%	12%	7%	11%	10%	13%	8%	**	
	31	19	39	29	21	34	61	31	41	307	18	17	9	293	58		
Fairly important	39%	36%	39%	30%	45%	41%	41%	32%	34%	38%	30%	33%	32%	37%	36%	**	
	98	104	108	76	131	103	147	95	91	954	72	50	29	825	279		
Not very important	34%	17%	32%	23%	27%	23%	22%	35%	33%	27%	26%	25%	31%	25%	32%	**	
	84	50	90	59	79	58	80	103	89	693	63	38	28	574	246		
Irrelevant	15%	40%	15%	35%	20%	23%	20%	23%	17%	23%	37%	31%	27%	25%	24%	**	
	37	115	43	89	57	58	71	68	47	585	89	46	25	558	186		
NET: Important	51%	43%	53%	41%	53%	54%	58%	42%	49%	50%	37%	44%	42%	50%	44%	**	
	129	123	147	105	152	137	209	126	132	1261	90	67	38	1118	337		
NET: Unimportant	49%	57%	47%	59%	47%	46%	42%	58%	51%	50%	63%	56%	58%	50%	56%	**	
	122	165	132	148	136	117	151	171	136	1278	152	85	52	1132	432		
Effective Column n																	
	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2	
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3	
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage			
Column %													
Weighted counts													
Column Comparisons													
Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user				
Essential	20%	11%	13%	8%	10%	12%	14%	13%	12%	13%	1%		
	37	313	49	30	64	64	40	102	349		2		
	b							B					
Fairly important	29%	37%	33%	36%	39%	44%	40%	30%	38%		6%		
	53	1052	128	140	260	229	116	232	1093		10		
				f	a f			B					
Not very important	22%	28%	26%	28%	25%	29%	26%	28%	28%		12%		
	41	781	102	111	167	150	75	216	800		20		
								B					
Irrelevant	29%	24%	28%	28%	25%	16%	20%	29%	21%		82%		
	54	690	107	110	167	83	57	220	601		139		
		D	D	d		D			A				
NET: Important	49%	48%	46%	44%	49%	56%	54%	43%	51%		7%		
	91	1365	177	171	325	293	156	334	1441		12		
				b f				B					
NET: Unimportant	51%	52%	54%	56%	51%	44%	46%	57%	49%		93%		
	95	1471	209	221	334	234	133	436	1401		159		
			d			d			A				
Effective Column n	110	1636	240	232	426	365	185	299	1687		55		
Unweighted base	187	2774	407	393	722	618	314	507	2860		94		
Weighted base	186	2836	385	391	659	527	289	770	2842		170		
Columns	A	B	A	B	C	D	E	F	A	B			

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

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

Column Comparisons					
Weighted counts	Invitations/ greetings cards/ postcards	Personal letters	Formal letters to organisations or individuals	Payments for bills/ invoices/ statements	
None	53%	73%	64%	78%	
		A C	A	A B C	
	3180	4394	3898	4724	
1 or 2	27%	21%	26%	16%	
	B D	D	B D		
	1650	1287	1594	986	
3 or 4	9%	4%	5%	3%	
	B C D		B D		
	565	219	324	199	
5 to 10	7%	2%	3%	2%	
	B C D		b D		
	423	134	194	120	
11 to 20	2%	0%	0%	0%	
	B C D		b		
	103	9	27	19	
21+	2%	0%	0%	0%	
	B C D				
	132	14	19	8	
Net: Any Sent	47%	27%	36%	22%	
	B C D	D	B D		
	2873	1662	2158	1332	
Effective Column n					
	3483	3484	3484	3484	
Average	2.4	0.7	1.1	0.5	
Columns	A	B	C	D	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column Comparisons		Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None			53%	58%	49%	50%	56%	53%	50%	58%	47%
			3180	1419	1761	779	849	815	737	1734	1446
		-	B			a d			B		
1 or 2			27%	24%	30%	26%	28%	29%	25%	24%	31%
			1650	576	1074	407	423	448	372	703	947
		-		A						A	
3 or 4			9%	9%	10%	9%	9%	11%	9%	8%	11%
			565	210	355	140	129	167	129	238	327
		-								a	
5 to 10			7%	6%	7%	8%	6%	5%	9%	6%	7%
			423	154	268	127	98	71	127	192	231
		-			c			c			
11 to 20			2%	1%	2%	3%	0%	1%	3%	2%	2%
			103	36	67	47	4	15	38	52	51
		-			B c			B c			
21+			2%	2%	2%	3%	0%	1%	5%	2%	3%
			132	53	79	45	6	9	71	45	87
		-			B C			a B C		a	
Net: Any Sent			47%	42%	51%	50%	44%	47%	50%	42%	53%
			2873	1029	1843	766	660	709	738	1230	1642
		-		A	b			b		A	
Effective Column n			3483	645	2839	892	870	877	844	1672	1811
Average			2.4	2.1	2.6	3.1	1.3	1.5	3.7	2.0	2.7
Standard Deviation			7.7	5.8	8.8	10.7	2.7	4.0	9.9	6.7	8.6
Unweighted base			5933	1098	4835	1519	1482	1494	1438	2848	3085
Weighted base			6053	2448	3605	1545	1509	1524	1475	2964	3089
Columns		A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

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

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

Age													Working status	
SEG														
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
None	68%	58%	52%	37%	37%	36%	47%	59%	43%	50%	57%	61%	54%	51%
	576	1113	1004	239	487	248	1497	1683	578	920	741	942	1688	1476
	B C D F	c D F	D F		-		-	-		c	C d	C D		
1 or 2	24%	27%	26%	33%	31%	29%	29%	25%	29%	29%	26%	24%	28%	27%
	204	523	509	213	414	201	939	711	397	542	334	377	873	770
			a		-		-							
3 or 4	4%	8%	10%	12%	13%	15%	11%	8%	12%	10%	9%	7%	9%	10%
	37	150	199	78	179	101	347	218	167	180	114	104	269	295
		a	Ab	Ab	-	AB c	-	-	e F	f				
5 to 10	3%	5%	7%	11%	12%	14%	8%	6%	10%	6%	6%	6%	6%	8%
	22	100	137	68	165	97	253	170	134	119	79	91	189	232
		a	A	AB c	-	AB C	-	-	d e f					a
11 to 20	1%	1%	2%	2%	2%	2%	2%	1%	3%	2%	2%	1%	2%	2%
	8	20	44	16	31	15	68	35	35	33	23	12	55	46
				-	-	-	-	f						
21+	0%	1%	2%	4%	4%	4%	3%	1%	3%	3%	1%	1%	2%	3%
	1	29	47	26	56	29	103	29	46	57	12	17	49	83
		a	a	Ab	-	Ab	-	-	e f	e f				a
Net: Any Sent	32%	42%	48%	63%	63%	64%	53%	41%	57%	50%	43%	39%	46%	49%
	272	822	934	401	845	444	1709	1163	778	931	563	601	1436	1426
		A	Ab	AB C	-	AB C	-	-	d E F	e F				
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1781	1685
Average	0.8	1.8	2.5	3.7	3.9	4.1	3.0	1.7	3.4	2.7	1.7	1.6	2.0	2.7
Standard Deviation	2.1	8.2	6.9	9.1	10.0	10.8	8.5	6.8	9.1	8.0	4.3	8.3	6.0	9.3
Unweighted base	831	1972	1938	624	1192	568	3255	2678	1417	1838	1186	1492	3034	2870
Weighted base	848	1935	1938	640	1332	692	3207	2846	1356	1851	1304	1543	3123	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation											Rurality									
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
None	53%	55%	45%	57%	49%	45%	61%	48%	50%	52%	55%	55%	66%	54%	48%	**				
	279	314	237	311	274	242	424	284	259	2624	268	167	121	2438	738					
				c f			C e F h i			-	c f		a C e F h i k l	b						
1 or 2	28%	27%	29%	27%	32%	33%	22%	29%	28%	28%	21%	22%	23%	27%	29%	**				
	150	156	155	148	178	177	155	172	147	1437	103	68	42	1197	451					
					k	k				-										
3 or 4	6%	10%	10%	8%	11%	10%	7%	12%	11%	9%	9%	11%	4%	8%	12%	**				
	34	55	56	42	63	54	51	71	54	480	46	32	7	381	184					
										-		m			a					
5 to 10	8%	5%	13%	5%	5%	5%	7%	8%	7%	7%	7%	8%	3%	7%	7%	**				
	40	31		70	27	30	28	46	50	38	359	33	24	6	313	110				
			b d e f g m							-		m								
11 to 20	2%	2%	1%	1%	2%	3%	2%	1%	1%	2%	3%	2%	1%	2%	2%	**				
	10	11	5	4	11	15	11	9	5	81	14	6	2	77	26					
										-										
21+	3%	1%	1%	3%	1%	4%	1%	2%	3%	2%	4%	2%	2%	2%	2%	**				
	17	4	7	14	5	22	8	12	14	102	21	6	3	97	35					
										-										
Net: Any Sent	47%	45%	55%	43%	51%	55%	39%	52%	50%	48%	45%	45%	34%	46%	52%	**				
	251	256	292	235	287	296	271	313	258	2460	216	136	61	2065	805					
	m		d G k M		g m	d G k M		g m	g m	-	m	m			a					
Effective Column n																				
	220	242		229	234	244	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	2.6	2.0	2.2	2.4	1.8	3.2	1.6	2.6	2.4	2.3	3.6	2.3	1.6	2.3	2.6	0.4				
Standard Deviation	7.0	8.1	4.8	13.4	4.8	8.1	4.5	7.7	5.7	7.5	10.8	5.9	5.7	6.8	10.0	0.5				
Unweighted base	374	412	390	398	416	393	522	435	385	3725	753	737	718	4042	1885	6				
Weighted base	530	570	529	546	562	538	695	598	517	5084	484	303	182	4504	1543	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

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

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year
None	46%	53%	53%	62%	51%	50%	47%	49%	55%	52%	55%
	160	3021	481	416	627	522	282	852	2968	199	
		a	b C D E					d			
1 or 2	36%	27%	23%	29%	29%	30%	26%	25%	28%	22%	
	127	1523	177	234	367	327	151	394	1568	79	
	b				a	a					
3 or 4	8%	9%	6%	11%	10%	9%	10%	9%	9%	9%	
	29	536	46	87	125	102	60	144	531	33	
5 to 10	8%	7%	7%	6%	7%	8%	9%	6%	7%	9%	
	27	395	53	49	90	87	49	93	391	31	
11 to 20	2%	2%	1%	1%	2%	3%	2%	1%	2%	2%	
	6	97	6	8	20	34	12	23	95	8	
21+	1%	2%	2%	2%	1%	3%	3%	3%	2%	3%	
	2	130	13	15	17	29	19	40	123	9	
Net: Any Sent	54%	47%	38%	49%	50%	53%	51%	45%	48%	45%	
	191	2682	295	394	620	579	290	695	2707	160	
	b		a	A	A f	A					
Effective Column n	216	3267	475	470	817	747	380	595	3363	111	
Average	2.5	2.4	1.7	2.3	1.9	3.0	3.1	2.4	2.4	2.3	
Standard Deviation	15.5	7.0	5.8	11.1	4.5	8.3	9.2	7.5	7.9	5.3	
Unweighted base	368	5565	809	800	1391	1272	647	1014	5728	189	
Weighted base	351	5702	776	810	1246	1101	572	1547	5675	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		73%	79%	68%	75%	73%	73%	69%	71%	74%
		4394	1935	2458	1152	1108	1112	1021	2102	2292
	-	B							a	
1 or 2		21%	17%	24%	20%	21%	22%	22%	22%	21%
		1287	408	878	308	314	334	330	646	641
	-	A								
3 or 4		4%	3%	4%	3%	3%	3%	5%	4%	3%
		219	69	150	44	50	51	73	128	91
	-	a							b	
5 to 10		2%	1%	3%	2%	2%	2%	3%	3%	2%
		134	32	102	36	28	29	41	77	57
	-	a								
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%	0%
		9	1	7	2	5	0	2	7	2
	-									
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%
		14	5	9	2	4	1	7	8	6
	-									
Net: Any Sent		27%	21%	32%	25%	27%	27%	31%	29%	26%
		1662	516	1146	393	401	415	454	865	797
	-	A							b	
Effective Column n										
		3484	645	2838	892	870	878	844	1673	1811
Average		0.7	0.5	0.8	0.6	0.6	0.6	0.8	0.7	0.6
Standard Deviation		2.1	1.9	2.2	1.7	1.9	1.5	2.9	2.2	2.0
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age													Working status	
SEG														
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working
None	73%	73%	75%	68%	68%	67%	71%	74%	67%	74%	71%	77%	72%	74%
	621	1424	1448	438	900	462	2285	2109	915	1370	923	1186	2236	2139
		f		f						c		Ce		
1 or 2	22%	20%	20%	24%	25%	26%	22%	20%	25%	21%	23%	17%	22%	21%
	186	387	381	151	333	181	717	569	333	384	302	267	682	599
					-	b c			F		f			
3 or 4	3%	4%	3%	5%	4%	4%	4%	3%	5%	3%	3%	4%	4%	3%
	25	68	67	31	59	28	122	98	63	59	43	55	121	95
					-		-							
5 to 10	2%	3%	2%	3%	3%	3%	2%	2%	3%	2%	2%	2%	2%	2%
	14	49	33	19	38	19	71	63	36	35	29	34	70	64
					-		-							
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	4	3	0	2	2	5	3	5	0	3	0	5	4
					-		-							
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	1	6	6	0	1	1	9	5	6	3	4	1	13	1
					-		-					b		
Net: Any Sent	27%	27%	25%	32%	32%	33%	29%	26%	33%	26%	29%	23%	28%	26%
	227	514	489	202	432	231	925	738	444	481	380	357	891	763
					-	b c		-	d F		f			
Effective Column n														
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685
Average	0.5	0.7	0.6	0.7	0.7	0.8	0.7	0.6	0.9	0.6	0.7	0.5	0.7	0.6
Standard Deviation	1.4	2.6	2.0	1.5	1.7	1.9	2.3	1.8	2.9	1.8	2.1	1.4	2.5	1.5
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	78%	75%	72%	68%	70%	72%	67%	73%	76%	72%	71%	77%	83%	73%	72%	**			
	411	430	381	373	393	387	467	433	391	3665	344	234	151	3280	1108				
1 or 2	18%	21%	21%	23%	24%	22%	24%	22%	21%	22%	20%	17%	13%	21%	22%	**			
	93	121	109	123	137	120	170	133	110	1116	97	50	23	953	332				
3 or 4	4%	1%	5%	6%	4%	4%	4%	2%	1%	4%	5%	4%	2%	4%	4%	**			
	19	8	25	34	25	21	28	14	6	179	22	13	4	159	60				
5 to 10	1%	2%	2%	2%	2%	2%	4%	3%	2%	2%	4%	2%	2%	2%	2%	**			
	5	10	11	13	10	9	25	16	8	106	19	5	4	96	38				
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	1	1	3	0	0	0	0	1	0	6	2	1	0	6	3				
21+	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	**			
	0	1	1	4	0	1	5	0	3	14	0	0	0	12	2				
Net: Any Sent	22%	25%	28%	32%	30%	28%	33%	27%	24%	28%	29%	23%	17%	27%	28%	**			
	119	140	148	173	172	151	229	164	126	1422	140	69	31	1226	435				
Effective Column n	m																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	0.5	0.5	0.7	0.9	0.6	0.7	0.9	0.6	0.6	0.7	0.7	0.5	0.4	0.7	0.7	0.2			
Standard Deviation	1.3	1.9	2.0	2.8	1.2	2.6	2.5	1.4	3.0	2.2	1.7	1.3	1.3	2.1	2.0	0.4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
None	52%	74%	74%	70%	73%	69%	71%		76%	73%	71%
	181	4212	575	570	907	755	410		1176	4127	256
		A						d			
1 or 2	34%	20%	18%	23%	22%	25%	20%		19%	21%	20%
	118	1168	142	190	272	273	116		295	1207	71
	B										
3 or 4	5%	4%	5%	4%	4%	3%	4%		3%	3%	6%
	18	201	39	34	44	37	24		42	197	22
										a	
5 to 10	9%	2%	3%	2%	2%	3%	4%		2%	2%	3%
	30	104	20	15	19	28	23		28	125	9
	B										
11 to 20	0%	0%	0%	0%	0%	0%	0%		0%	0%	0%
	0	9	0	0	3	5	1		0	9	0
21+	1%	0%	0%	0%	0%	0%	0%		0%	0%	0%
	2	12	0	1	2	3	2		6	14	0
Net: Any Sent	48%	26%	26%	30%	27%	31%	29%		24%	27%	29%
	169	1493	201	240	339	346	165		371	1552	102
	B					f					
Effective Column n											
	216	3268	475	470	817	747	380		595	3363	111
Average	1.4	0.6	0.6	0.6	0.6	0.8	0.8		0.6	0.7	0.7
Standard Deviation	2.8	2.0	1.3	1.5	1.8	2.5	2.5		2.4	2.1	1.5
Unweighted base	368	5566	809	800	1391	1272	648		1014	5729	189
Weighted base	351	5705	776	810	1246	1101	575		1547	5679	358
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		64%	69%	62%	67%	64%	61%	65%	63%
		3898	1681	2217	1039	960	937	962	1869
		B							
1 or 2		26%	22%	29%	23%	26%	30%	27%	26%
		1594	531	1063	362	387	454	392	799
		A			a				
3 or 4		5%	6%	5%	4%	7%	5%	5%	5%
		324	152	172	66	103	83	72	159
5 to 10		3%	3%	3%	4%	3%	3%	3%	3%
		194	71	123	62	47	40	46	110
11 to 20		0%	0%	1%	1%	0%	0%	0%	0%
		27	9	18	14	7	4	2	20
21+		0%	0%	0%	0%	0%	1%	0%	0%
		19	8	11	2	6	9	2	10
Net: Any Sent		36%	31%	38%	33%	36%	39%	35%	37%
		2158	770	1388	506	549	590	513	1098
		A							
Effective Column n									
		3484	645	2838	892	870	878	844	1673
Average		1.1	1.1	1.0	0.9	1.1	1.4	0.9	1.2
Standard Deviation		6.0	7.6	4.6	2.4	4.7	9.6	4.9	7.1
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

Age														SEG										Working status			
Column %																											
Weighted counts																											
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
None	71%	64%	61%	67%	65%	64%	62%	67%	57%	66%	67%	64%	69%	62%	67%												
	599	1235	1192	426	872	446	1991	1907	774	1217	835	1072	1925	1958													
	b c				-		-	-		C	c	C e		A													
1 or 2	25%	27%	27%	25%	25%	26%	27%	26%	30%	25%	28%	24%	28%	24%													
	208	517	530	160	339	179	860	735	404	456	364	371	876	710													
					-		-	-	d f				b														
3 or 4	3%	5%	7%	5%	6%	6%	6%	4%	7%	6%	5%	4%	6%	5%													
	28	90	126	34	79	45	204	120	96	108	66	54	174	148													
					-		-	-	f																		
5 to 10	1%	4%	4%	3%	3%	2%	4%	2%	5%	3%	2%	3%	4%	2%													
	10	72	78	18	34	16	125	69	68	57	30	39	123	70													
	a		a		-		-	-	e f				b														
11 to 20	0%	0%	1%	0%	1%	1%	1%	0%	1%	0%	0%	0%	1%	0%													
	1	8	10	1	7	6	19	8	12	7	6	2	16	11													
					-		-	-																			
21+	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%													
	1	15	2	0	1	1	12	7	6	6	2	5	13	6													
					-		-	-																			
Net: Any Sent	29%	36%	39%	33%	35%	36%	38%	33%	43%	34%	36%	31%	38%	33%													
	249	703	746	214	460	246	1218	939	585	634	468	471	1202	944													
	a		a		-		-	-	D e F		f		B														
Effective Column n																											
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685													
Average	0.8	1.4	1.0	0.7	0.8	0.9	1.3	0.8	1.6	1.0	0.9	0.7	1.3	0.8													
Standard Deviation	6.7	9.1	2.7	1.4	2.2	2.7	7.4	3.9	10.0	4.6	5.2	2.4	8.1	2.2													
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870													
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation													Rurality					
Column %	Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
None	67%	75%		56%	64%	62%	67%	58%	59%	71%	64%	65%	62%	72%	64%	66%	**	
	356	426		298	347	350	363	405	353	368	3265	313	189	131	2879	1014		
	c	C d e G H k l				c			c g h	-			c g h l					
1 or 2	22%	20%		32%	27%	31%	23%	32%	30%	23%	27%	23%	27%	22%	27%	25%	**	
	116	113		167	148	176	126	220	178	117	1363	111	81	40	1210	383		
			b		b		b			-								
3 or 4	8%	3%		7%	5%	3%	6%	5%	8%	2%	5%	8%	5%	3%	5%	6%	**	
	41	17		40	26	18	33	33	45	12	265	37	16	6	232	92		
5 to 10	3%	2%		3%	3%	3%	2%	4%	3%	4%	3%	5%	5%	2%	3%	3%	**	
	15	11		16	19	16	10	27	20	19	153	22	14	4	148	46		
11 to 20	0%	0%		1%	1%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	2	2		4	4	1	3	7	0	1	25	1	1	1	22	5		
21+	0%	0%		1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0		4	2	4	2	3	1	0	16	1	1	0	16	3		
Net: Any Sent	33%	25%		44%	36%	38%	33%	42%	41%	29%	36%	35%	38%	28%	36%	34%	**	
	173	144		232	199	215	175	291	245	148	1822	172	114	50	1628	529		
			a B f l m	b	b		B l m	B l m		-	b	b m						
Effective Column n	220	242		229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	0.8	0.6		1.2	1.0	2.1	1.1	1.2	0.9	0.6	1.1	1.1	1.1	0.7	1.1	0.9	0.2	
Standard Deviation	1.8	1.6		2.9	2.6	16.7	6.3	4.2	2.0	1.5	6.4	3.9	3.8	1.9	6.5	4.0	0.4	
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	530	570		529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability																		
QJ6: Annual household income																		
QJ2: Internet usage																		
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
None	55%	65%	67%	68%	62%	57%	58%	71%	64%	77%								
	194	3704	517	550	769	632	333	1097	3613	276								
	a		d e		c D e			C D E		A								
1 or 2	31%	26%	25%	25%	29%	32%	29%	21%	27%	17%								
	109	1485	198	204	358	349	165	320	1529	60								
				f		a b F	f		b									
3 or 4	8%	5%	5%	4%	6%	6%	5%	5%	5%	3%								
	29	295	36	33	76	67	29	84	308	11								
5 to 10	5%	3%	3%	2%	3%	4%	6%	3%	3%	3%								
	17	177	21	16	36	45	37	39	183	10								
						a b c f												
11 to 20	0%	0%	0%	1%	0%	1%	1%	0%	0%	0%								
	1	26	3	6	4	7	4	3	27	1								
21+	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%								
	0	19	3	1	4	1	8	3	19	0								
Net: Any Sent	45%	35%	33%	32%	38%	43%	42%	29%	36%	23%								
	156	2001	259	260	478	469	243	450	2066	82								
	b				b F	a B F	a b F		B									
Effective Column n	216	3268	475	470	817	747	380	595	3363	111								
Average	1.1	1.1	0.9	0.9	1.0	1.1	2.6	0.7	1.1	0.5								
Standard Deviation	1.9	6.2	2.8	6.4	4.4	2.3	15.7	1.9	6.2	1.4								
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189								
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358								
Columns	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		78%	79%	77%	80%	79%	77%	77%	80%
		4724	1931	2793	1237	1185	1171	1130	2237
									2486
									A
1 or 2		16%	16%	16%	13%	15%	18%	18%	15%
		986	399	587	205	232	277	272	534
									452
						a	a	b	
3 or 4		3%	3%	3%	4%	3%	3%	3%	3%
		199	80	119	60	49	45	46	115
									84
5 to 10		2%	1%	2%	2%	2%	2%	2%	2%
		120	32	88	38	32	26	24	67
									53
			a						
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%
		19	6	14	6	5	7	2	11
									8
21+		0%	0%	0%	0%	0%	0%	0%	0%
		8	3	4	0	5	1	1	3
									5
Net: Any Sent		22%	21%	23%	20%	21%	23%	23%	20%
		1332	520	812	308	324	356	345	730
									602
								B	
Effective Column n									
		3484	645	2838	892	870	878	844	1673
									1811
Average		0.5	0.5	0.6	0.5	0.6	0.5	0.5	0.6
Standard Deviation		1.9	1.6	2.1	1.6	2.1	1.7	2.2	2.1
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
									3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
									3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working											
None	82%	75%	80%	78%	77%	75%	78%	78%	74%	81%	75%	81%	75%	81%											
	696	1462	1546	498	1020	522	2495	2228	999	1496	973	1256	2340	2364											
	b f		b		-		-	-		C e		C e		A											
1 or 2	13%	17%	15%	19%	18%	18%	17%	16%	18%	15%	18%	14%	18%	14%											
	114	332	295	119	245	126	537	449	250	287	241	208	565	415											
					-		-	-	f		f		b												
3 or 4	3%	4%	3%	2%	4%	5%	3%	3%	4%	2%	4%	3%	4%	3%											
	26	71	54	15	48	33	104	95	60	44	50	45	115	84											
					-		-	-																	
5 to 10	1%	3%	2%	1%	1%	1%	2%	2%	3%	1%	3%	2%	3%	1%											
	11	63	29	7	16	9	54	65	35	19	36	29	86	31											
					-		-	-	d		d		B												
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%											
	1	7	10	0	2	2	11	8	9	2	4	4	13	6											
					-		-	-																	
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%											
	0	3	3	0	2	1	8	0	4	3	0	0	6	2											
					-		-	-																	
Net: Any Sent	18%	25%	20%	22%	23%	25%	22%	22%	26%	19%	25%	19%	25%	19%											
	152	476	392	142	313	171	715	618	360	355	331	287	786	538											
		a c			-	a	-	-	D F		d f		B												
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Average	0.4	0.7	0.5	0.4	0.5	0.6	0.6	0.5	0.8	0.4	0.6	0.4	0.7	0.4											
Standard Deviation	1.3	2.4	1.9	1.1	1.4	1.6	2.2	1.5	2.8	1.5	1.6	1.4	2.3	1.3											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	83%	80%	75%	77%	76%	75%	72%	81%	81%	78%	82%	79%	74%	78%	78%	**			
	441	458	398	421	427	403	499	481	420	3950	398	240	135	3518	1202				
1 or 2	g																		
	13%	16%	17%	18%	18%	19%	19%	14%	14%	17%	12%	15%	22%	16%	17%	**			
	68	92	91	99	100	100	134	86	74	844	57	46	39	717	267				
3 or 4	k																		
	2%	1%	5%	3%	4%	4%	5%	3%	3%	3%	3%	3%	3%	3%	3%	**			
	13	7	29	16	20	20	33	17	15	170	15	9	5	151	48				
5 to 10																			
	1%	2%	2%	1%	3%	2%	4%	2%	2%	2%	2%	3%	1%	2%	1%	**			
	5	9	9	7	15	11	26	12	8	103	8	8	2	100	20				
11 to 20																			
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	**			
	2	0	2	1	3	1	3	1	0	14	6	0	0	16	4				
21+																			
	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	3	0	0	0	2	1	1	0	7	0	0	0	5	2				
Net: Any Sent																			
	17%	20%	25%	23%	24%	25%	28%	19%	19%	22%	18%	21%	26%	22%	22%	**			
	88	112	131	124	138	134	196	116	97	1137	86	63	46	989	341				
Effective Column n	a k																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	0.4	0.5	0.6	0.4	0.6	0.7	0.8	0.5	0.4	0.6	0.6	0.5	0.5	0.6	0.5	0.4			
Standard Deviation	1.4	2.1	1.7	1.3	1.8	3.4	2.0	1.5	1.0	1.9	2.1	1.2	1.3	2.0	1.5	0.5			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %	Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
None	66%	79%	82%	79%	77%	74%	75%	80%	78%	73%		
	230	4493	634	643	965	819	430	1233	4453	262		
		A	d									
1 or 2	25%	16%	12%	16%	18%	18%	15%	16%	16%	20%		
	88	898	94	126	228	198	89	252	907	70		
	B			a	a							
3 or 4	5%	3%	4%	3%	3%	4%	4%	3%	3%	4%		
	16	183	33	24	33	47	20	42	184	16		
5 to 10	4%	2%	2%	1%	1%	3%	5%	1%	2%	2%		
	13	107	13	12	18	32	28	17	110	9		
						a b c f						
11 to 20	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%		
	3	16	3	4	1	4	4	3	18	2		
21+	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
	0	8	0	1	0	2	4	0	8	0		
Net: Any Sent	34%	21%	18%	21%	23%	26%	25%	20%	22%	27%		
	120	1212	142	167	281	283	145	314	1226	96		
	B				a							
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	0.9	0.5	0.5	0.5	0.5	0.7	0.9	0.4	0.5	0.7		
Standard Deviation	2.3	1.9	1.5	1.7	1.3	2.7	2.8	1.2	1.9	1.6		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		63%	71%	58%	64%	63%	65%	61%	64%	63%
		3828	1735	2093	987	957	985	899	1888	1939
		-	B							
1 or 2		27%	22%	31%	25%	28%	27%	29%	27%	28%
		1652	528	1124	390	417	418	426	789	863
		-		A						
3 or 4		5%	4%	5%	6%	4%	4%	5%	5%	5%
		292	99	193	90	66	60	77	139	154
		-								
5 to 10		4%	3%	4%	4%	4%	3%	4%	4%	4%
		217	65	153	61	57	47	53	109	109
		-		a						
11 to 20		1%	1%	1%	1%	1%	1%	1%	1%	1%
		44	16	28	14	8	11	12	28	16
		-								
21+		0%	0%	0%	0%	0%	0%	1%	0%	0%
		20	5	15	4	4	3	8	11	9
		-								
Net: Any Sent		37%	29%	42%	36%	37%	35%	39%	36%	37%
		2225	713	1512	558	552	539	576	1076	1149
		-		A						
Effective Column n										
		3483	645	2839	892	870	877	844	1672	1811
Average		1.0	0.8	1.2	1.1	0.9	0.9	1.1	1.0	1.0
Standard Deviation		3.1	2.2	3.5	3.9	2.5	2.6	3.1	2.9	3.2
Unweighted base		5933	1098	4835	1519	1482	1494	1438	2848	3085
Weighted base		6053	2448	3605	1545	1509	1524	1475	2964	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

Age														SEG														Working status	
Column %																													
Weighted counts																													
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working															
None	61%	55%	64%	73%	75%	77%	62%	64%	59%	65%	60%	68%	55%	72%															
	521	1070	1235	469	1001	532	1996	1832	799	1198	777	1054	1728	2086															
	b		B	A B c	-	A B C	-	-		c e		C E		A															
1 or 2	30%	31%	27%	21%	20%	19%	28%	26%	30%	27%	29%	24%	32%	22%															
	255	607	521	137	269	132	909	743	405	504	373	370	1003	642															
	d F	c D F	f		-		-	-	f				B																
3 or 4	4%	6%	5%	3%	3%	3%	5%	5%	6%	4%	5%	4%	6%	3%															
	37	113	104	21	39	18	164	129	86	77	71	57	197	93															
				-		-	-	-					B																
5 to 10	3%	6%	3%	2%	1%	1%	3%	4%	4%	3%	5%	3%	5%	2%															
	25	109	64	12	19	8	107	110	51	56	65	45	144	70															
	a c d F		f		-		-	-					B																
11 to 20	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%															
	10	19	11	1	3	2	19	25	7	12	13	12	36	8															
				-	-	-	-	-					b																
21+	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%															
	1	15	2	1	1	0	11	8	8	4	4	4	16	4															
				-	-	-	-	-																					
Net: Any Sent	39%	45%	36%	27%	25%	23%	38%	36%	41%	35%	40%	32%	45%	28%															
	327	864	703	171	331	160	1210	1015	557	653	526	488	1395	817															
	D F	a C D F	d F		-		-	-	d F		d F		B																
Effective Column n																													
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1781	1685															
Average	1.0	1.4	0.9	0.6	0.5	0.5	1.0	1.0	1.2	0.9	1.1	0.8	1.3	0.6															
Standard Deviation	3.9	3.9	2.3	2.1	1.7	1.3	3.4	2.6	4.5	2.3	2.7	2.5	3.8	2.0															
Unweighted base	831	1972	1938	624	1192	568	3255	2678	1417	1838	1186	1492	3034	2870															
Weighted base	848	1935	1938	640	1332	692	3207	2846	1356	1851	1304	1543	3123	2902															
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B															

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
None	66%	66%	59%	62%	59%	63%	63%	62%	65%	65%	63%	65%	61%	70%	64%	62%		
	349	374	315	340	331	337	434	391	333	3204	313	184	127	2866	957			
1 or 2	24%	27%	31%	26%	32%	25%	28%	27%	28%	28%	25%	28%	24%	27%	28%			
	126	155	166	144	179	135	192	162	142	1401	123	84	44	1216	435			
3 or 4	4%	3%	7%	7%	3%	7%	5%	3%	4%	5%	5%	6%	3%	5%	5%			
	24	17	34	37	15	37	36	20	23	243	25	20	5	219	74			
5 to 10	4%	3%	2%	4%	5%	4%	4%	3%	3%	4%	4%	4%	3%	3%	4%			
	22	16	11	21	27	23	29	17	16	183	19	11	5	157	60			
11 to 20	1%	1%	1%	0%	2%	1%	0%	1%	0%	1%	1%	1%	0%	1%	1%			
	5	4	3	3	9	3	2	6	2	37	3	3	1	32	12			
21+	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%			
	4	4	0	1	1	2	3	2	0	17	2	1	0	14	6			
Net: Any Sent	34%	34%	41%	38%	41%	37%	38%	35%	35%	37%	35%	39%	30%	36%	38%			
	181	196	214	206	230	200	262	207	183	1880	172	119	55	1638	586			
Effective Column n	220	242	229	234	244	231	306	255	226	2187	442	433	422	2373	1107			
Average	1.1	0.9	0.9	1.0	1.2	1.1	1.1	0.9	0.8	1.0	1.0	1.1	0.7	1.0	1.1			
Standard Deviation	3.3	2.6	1.9	3.0	3.0	3.3	4.6	2.7	1.6	3.1	2.6	4.1	1.7	2.9	3.5			
Unweighted base	374	412	390	398	416	393	522	435	385	3725	753	737	718	4042	1885			
Weighted base	530	570	529	546	562	538	695	598	517	5084	484	303	182	4504	1543			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B			

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

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

Q87: Inability to leave home without help, due to illness or disability																
QJ6: Annual household income																
QJ2: Internet usage																
Column %																
Weighted counts																
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
None	52%	64%	69%	65%	62%	53%	52%	72%	62%	85%						
	181	3647	538	526	776	580	300	1110	3519	303						
	A	c D E	D E	D e	b C D E	A										
1 or 2	33%	27%	23%	27%	28%	35%	32%	22%	28%	11%						
	116	1536	179	220	349	386	184	335	1604	38						
				f	A b c F	a f	B									
3 or 4	9%	5%	4%	4%	5%	7%	8%	3%	5%	3%						
	31	261	30	34	63	73	48	44	283	9						
	b				f	a b F										
5 to 10	5%	4%	3%	3%	4%	4%	6%	3%	4%	2%						
	16	201	22	24	46	45	33	48	207	8						
11 to 20	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%						
	4	39	5	6	10	13	6	5	44	0						
21+	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%						
	2	18	3	1	3	5	2	6	20	0						
Net: Any Sent	48%	36%	31%	35%	38%	47%	48%	28%	38%	15%						
	170	2055	239	285	471	522	272	437	2157	55						
	B		f	a F	A B C F	A B c F	B									
Effective Column n	216	3267	475	470	817	747	380	595	3363	111						
Average	1.5	1.0	0.8	0.8	1.0	1.4	1.4	0.7	1.0	0.4						
Standard Deviation	5.7	2.8	2.3	2.1	2.8	4.7	3.2	2.3	3.1	1.3						
Unweighted base	368	5565	809	800	1391	1272	647	1014	5728	189						
Weighted base	351	5702	776	810	1246	1101	572	1547	5675	358						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		72%	81%	65%	71%	70%	74%	73%	71%	
		4357	1996	2360	1099	1056	1128	1074	2159	
	-	B								
1 or 2		20%	13%	26%	20%	21%	20%	20%	20%	
		1237	315	922	312	324	300	301	606	
	-	A								
3 or 4		4%	3%	4%	4%	5%	3%	4%	4%	
		232	70	162	60	73	43	56	96	
	-	a								
5 to 10		3%	2%	4%	4%	3%	3%	2%	3%	
		185	55	130	59	44	46	36	91	
	-	a								
11 to 20		1%	0%	1%	1%	0%	1%	0%	1%	
		32	11	20	12	7	10	3	11	
	-									
21+		0%	0%	0%	0%	0%	0%	0%	0%	
		14	4	11	3	4	0	6	5	
	-									
Net: Any Sent		28%	19%	35%	29%	30%	26%	27%	29%	
		1699	455	1244	446	453	399	401	809	
	-	A								
Effective Column n		3484	645	2838	892	870	878	844	1673	
									1811	
Average		0.8	0.5	1.0	0.8	0.9	0.7	0.7	0.8	
Standard Deviation		3.6	1.8	4.4	2.4	6.0	1.8	2.6	4.5	
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

Age														SEG										Working status				
Column %																												
Weighted counts																												
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working														
None	71%	66%	73%	78%	80%	82%	70%	74%	68%	72%	71%	76%	67%	78%														
	606	1277	1408	499	1066	567	2261	2095	927	1334	921	1175	2088	2250														
	b		B	a B	-	A B C	-	-				C e		A														
1 or 2	22%	24%	20%	17%	15%	13%	21%	20%	23%	20%	21%	18%	24%	17%														
	189	465	382	110	200	90	680	557	312	368	275	282	745	485														
	F	c d F	f		-		-	-					B															
3 or 4	3%	5%	4%	2%	3%	4%	4%	3%	5%	4%	3%	3%	4%	3%														
	25	87	80	14	40	26	142	90	62	81	43	46	134	97														
					-		-	-																				
5 to 10	3%	5%	3%	2%	1%	1%	3%	3%	3%	3%	4%	2%	4%	2%														
	27	90	50	11	19	9	109	76	47	62	51	25	123	61														
		c d f			-		-	f	f	f	f		b															
11 to 20	0%	1%	1%	1%	0%	0%	0%	1%	0%	0%	1%	1%	1%	0%														
	1	12	13	6	6	0	11	21	5	6	8	13	24	8														
					-		-						b															
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%														
	0	7	5	1	2	1	7	7	5	1	6	1	13	1														
					-		-						b															
Net: Any Sent	29%	34%	27%	22%	20%	18%	30%	26%	32%	28%	29%	24%	33%	22%														
	242	661	530	141	266	125	949	751	431	517	383	368	1039	652														
	d F	a C D F	F		-		-	F			f		B															
Effective Column n																												
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Average	0.6	1.1	0.7	0.6	0.5	0.4	0.8	0.7	1.0	0.7	0.9	0.6	1.0	0.5														
Standard Deviation	1.3	5.7	2.1	1.9	1.7	1.4	4.5	2.3	6.5	1.9	2.7	1.8	4.8	1.5														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	73%	73%	70%	72%	71%	74%	73%	71%	74%	72%	69%	69%	76%	73%	70%	**			
	384	416	369	395	399	396	507	422	384	3673	336	210	138	3279	1074				
1 or 2	18%	21%	20%	19%	22%	20%	20%	22%	21%	20%	22%	22%	18%	20%	22%	**			
	95	118	106	106	123	106	137	130	111	1031	105	67	33	895	340				
3 or 4	4%	4%	7%	4%	3%	4%	3%	3%	3%	4%	5%	3%	3%	4%	4%	**			
	21	25	37	21	15	19	19	18	17	191	25	11	6	165	67				
5 to 10	4%	2%	3%	4%	3%	3%	4%	4%	1%	3%	3%	4%	2%	3%	3%	**			
	23	10	15	22	16	14	28	24	3	155	13	13	4	133	53				
11 to 20	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%	**			
	7	1	2	2	7	0	2	2	1	24	5	2	0	25	7				
21+	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	1	0	6	3	2	2	0	13	0	0	0	11	3				
Net: Any Sent	27%	27%	30%	28%	29%	26%	27%	29%	26%	28%	31%	31%	24%	27%	30%	**			
	146	154	161	150	166	141	188	176	133	1414	148	93	44	1228	469				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	0.9	0.5	0.8	0.7	1.0	0.7	0.8	1.1	0.5	0.8	0.8	0.8	0.6	0.7	0.9	0.4			
Standard Deviation	2.2	1.2	2.3	1.8	3.2	3.3	2.6	9.0	1.1	3.8	2.2	2.2	1.7	2.3	5.9	0.5			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage									
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
None	59%	73%	75%	75%	69%	66%	60%	79%	71%	90%								
	209	4148	584	611	863	724	348	1226	4024	323								
		A	c D E		c D E		e						C D E				A	
1 or 2	31%	20%	19%	19%	22%	25%	29%	14%	21%	7%								
	108	1129	148	152	280	276	167	214	1205	24								
	B		f		f		F		a b F		a B c F				B			
3 or 4	5%	4%	3%	4%	5%	5%	5%	3%	4%	1%								
	18	214	21	32	58	51	31	40	228	4								
			b															
5 to 10	4%	3%	3%	2%	3%	4%	4%	4%	3%	2%								
	13	172	20	13	33	42	24	54	176	7								
11 to 20	1%	1%	0%	0%	1%	1%	0%	1%	1%	0%								
	2	29	1	2	11	6	3	9	32	0								
21+	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%								
	1	13	1	0	2	3	4	4	14	0								
Net: Any Sent	41%	27%	25%	25%	31%	34%	40%	21%	29%	10%								
	142	1557	192	199	383	377	228	321	1655	36								
	B				a b F		A B F		A B c F				B					
Effective Column n																		
	216	3268	475	470	817	747	380	595	3363	111								
Average	1.1	0.8	0.6	0.5	0.8	0.9	1.4	0.6	0.8	0.3								
Standard Deviation	3.0	3.6	2.1	1.5	2.2	2.9	9.3	2.2	3.7	1.1								
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189								
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358								
Columns	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		54%	64%	47%	55%	52%	55%	53%	55%
		3257	1563	1694	854	789	833	781	1625
	-	B							
1 or 2		28%	22%	31%	25%	29%	28%	29%	27%
		1672	540	1132	379	434	431	428	809
	-	A							
3 or 4		9%	7%	10%	9%	9%	8%	8%	8%
		530	168	362	144	139	129	118	242
	-	a							
5 to 10		7%	5%	8%	7%	6%	6%	7%	6%
		413	119	294	116	95	93	110	191
	-	A							
11 to 20		2%	2%	2%	3%	3%	2%	1%	2%
		131	43	88	40	43	26	22	71
	-								
21+		1%	1%	1%	1%	1%	1%	1%	1%
		50	15	35	13	10	12	16	25
	-								
Net: Any Sent		46%	36%	53%	45%	48%	45%	47%	45%
		2796	885	1910	691	720	691	694	1339
	-	A							
Effective Column n		3483	645	2839	892	870	877	844	1672
									1811
Average		1.8	1.3	2.1	1.9	1.9	1.6	1.8	1.8
Standard Deviation		5.6	3.4	6.7	5.4	7.6	3.6	5.1	6.4
Unweighted base		5933	1098	4835	1519	1482	1494	1438	2848
Weighted base		6053	2448	3605	1545	1509	1524	1475	2964
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age														SEG										Working status	
Column %	Weighted counts																								
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working											
None	51%	46%	54%	64%	67%	69%	52%	56%	49%	54%	50%	60%	46%	62%											
	435	890	1044	412	889	477	1675	1582	668	1007	658	924	1433	1810											
	b		B	A B C	-	A B C	-	-		c		C d E		A											
1 or 2	31%	30%	28%	24%	23%	21%	28%	27%	29%	28%	29%	25%	30%	25%											
	264	574	533	153	301	148	906	766	388	518	378	389	946	721											
	d f	f	f		-		-	-					B												
3 or 4	8%	10%	10%	6%	5%	5%	10%	8%	11%	9%	9%	7%	11%	6%											
	69	201	187	37	73	35	308	222	147	161	120	102	350	175											
	d f	f	f		-		-	-	f				B												
5 to 10	7%	9%	6%	5%	4%	4%	7%	6%	8%	7%	7%	6%	8%	5%											
	60	182	113	29	58	28	234	179	112	122	92	87	260	150											
	c d f				-		-	-					B												
11 to 20	2%	3%	3%	1%	1%	0%	2%	3%	2%	2%	3%	2%	3%	1%											
	13	60	50	6	9	2	59	72	30	29	41	32	94	36											
		f	f			-	-	-					B												
21+	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	0%											
	6	27	13	3	4	2	25	25	11	14	16	9	40	9											
					-		-	-					b												
Net: Any Sent	49%	54%	46%	36%	33%	31%	48%	44%	51%	46%	50%	40%	54%	38%											
	413	1045	894	228	444	215	1531	1264	688	843	645	619	1691	1092											
	D F	a C D F	D F		-		-	-	d F	f	F		B												
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1781	1685											
Average	1.6	2.6	1.6	1.2	1.0	0.8	1.9	1.7	2.2	1.6	2.0	1.4	2.4	1.2											
Standard Deviation	4.3	8.4	3.6	3.7	3.0	2.2	6.6	4.2	9.2	3.6	4.7	3.7	7.2	2.9											
Unweighted base	831	1972	1938	624	1192	568	3255	2678	1417	1838	1186	1492	3034	2870											
Weighted base	848	1935	1938	640	1332	692	3207	2846	1356	1851	1304	1543	3123	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation											Rurality						
Column %	Weighted counts																
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
None	56%	56%	51%	53%	51%	56%	55%	52%	56%	54%	52%	50%	62%	55%	51%	**	
	296	320	268	289	285	301	381	308	290	2739	254	153	112	2464	789		
1 or 2	23%	29%	27%	29%	31%	25%	26%	32%	27%	28%	27%	29%	24%	27%	29%	**	
	123	165	142	158	174	133	183	194	139	1410	131	87	44	1226	444		
3 or 4	9%	7%	13%	7%	8%	9%	8%	7%	11%	8%	11%	10%	7%	8%	10%	**	
	46	38	67	39	44	46	56	39	54	430	55	31	14	380	150		
5 to 10	7%	6%	7%	9%	6%	9%	7%	6%	6%	7%	6%	7%	5%	7%	7%	**	
	38	32	39	47	32	49	52	35	30	352	30	22	9	303	110		
11 to 20	4%	2%	2%	2%	3%	1%	2%	3%	1%	2%	2%	2%	1%	2%	2%	**	
	19	10	12	10	15	6	17	17	4	111	11	8	2	96	35		
21+	1%	1%	0%	0%	2%	1%	1%	1%	0%	1%	1%	1%	0%	1%	1%	**	
	7	4	2	3	12	4	6	4	0	42	4	3	1	34	16		
Net: Any Sent	44%	44%	49%	47%	49%	44%	45%	48%	44%	46%	48%	50%	38%	45%	49%	**	
	234	250	261	257	276	237	314	289	227	2345	231	150	69	2039	754		
Effective Column n																	
	220	242	229	234	244	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	2.0	1.4	1.7	1.7	2.1	1.8	1.9	2.0	1.2	1.8	1.8	2.0	1.2	1.7	2.0	0.5	
Standard Deviation	4.9	3.5	3.8	4.0	5.3	6.4	6.3	10.7	2.2	5.8	4.3	5.2	2.8	4.6	7.8	0.9	
Unweighted base	374	412	390	398	416	393	522	435	385	3725	753	737	718	4042	1885	6	
Weighted base	530	570	529	546	562	538	695	598	517	5084	484	303	182	4504	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

Q87: Inability to leave home without help, due to illness or disability																		
QJ6: Annual household income																		
QJ2: Internet usage																		
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
None	43%	54%	61%	56%	51%	42%	42%	64%	52%	81%								
	151	3106	476	450	638	465	240	988	2962	290								
		a	C D E	D E	D e			b C D E		A								
1 or 2	30%	27%	24%	28%	29%	34%	29%	22%	29%	12%								
	105	1567	188	230	367	378	165	343	1621	41								
				f	A F			B										
3 or 4	12%	9%	6%	9%	9%	12%	14%	6%	9%	3%								
	42	487	48	71	113	128	80	90	520	10								
				f	a F	A b c F		b										
5 to 10	10%	7%	6%	5%	7%	8%	10%	5%	7%	4%								
	36	376	43	42	92	92	60	83	397	14								
	b					a b f												
11 to 20	3%	2%	2%	1%	2%	2%	4%	2%	2%	1%								
	11	120	18	12	24	25	22	31	126	4								
21+	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%								
	4	45	4	4	12	13	5	12	50	0								
Net: Any Sent	57%	46%	39%	44%	49%	58%	58%	36%	48%	19%								
	199	2596	300	360	608	637	332	559	2714	69								
	b		f	A F	A B C F	A B c F		B										
Effective Column n																		
	216	3267	475	470	817	747	380	595	3363	111								
Average	2.6	1.7	1.4	1.4	1.8	2.3	2.9	1.4	1.8	0.7								
Standard Deviation	7.2	5.5	4.0	3.1	4.3	6.7	11.4	3.8	5.8	2.1								
Unweighted base	368	5565	809	800	1391	1272	647	1014	5728	189								
Weighted base	351	5702	776	810	1246	1101	572	1547	5675	358								
Columns	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter					Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		77% 4681	82% 2013	74% 2668	78% 1201	78% 1172	77% 1167	77% 1142	79% 2251
		B							
1 or 2		17% 1053	13% 326	20% 726	17% 260	16% 248	18% 278	18% 267	16% 551
		A							
3 or 4		3% 163	2% 60	3% 103	3% 49	3% 41	2% 38	2% 35	3% 82
		A							
5 to 10		2% 125	2% 40	2% 85	2% 25	2% 38	2% 35	2% 27	2% 62
		A							
11 to 20		0% 23	0% 9	0% 14	0% 8	0% 7	0% 6	0% 3	0% 16
		A							
21+		0% 8	0% 1	0% 7	0% 3	0% 3	0% 0	0% 2	0% 2
		A							
Net: Any Sent		23% 1372	18% 435	26% 936	22% 344	22% 337	23% 357	23% 333	24% 713
		A							
Effective Column n		3483	645	2839	892	870	877	844	1672
		A							
Average		0.5	0.4	0.6	0.5	0.6	0.5	0.5	0.6
Standard Deviation		1.9	1.3	2.2	1.9	2.1	1.5	2.1	2.0
Unweighted base		5933	1098	4835	1519	1482	1494	1438	2848
Weighted base		6053	2448	3605	1545	1509	1524	1475	2964
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age													SEG													Working status	
Column %																											
Weighted counts																											
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
None	76%	71%	78%	83%	87%	90%	76%	79%	73%	77%	77%	81%	72%	83%													
	645	1371	1512	529	1153	624	2422	2259	992	1430	1009	1250	2240	2420													
	b		B	a B	-	A B C d	-	-				C		A													
1 or 2	17%	21%	18%	15%	11%	8%	19%	15%	21%	18%	17%	14%	21%	13%													
	146	414	341	95	152	57	615	438	284	331	220	218	670	379													
	F	c d F	F	f	-	-	-	f					B														
3 or 4	3%	4%	2%	1%	2%	2%	3%	3%	3%	2%	2%	3%	3%	2%													
	22	74	47	9	21	12	87	77	44	43	29	47	92	69													
					-		-																				
5 to 10	4%	3%	2%	1%	0%	0%	2%	2%	2%	2%	3%	2%	3%	1%													
	34	52	33	6	6	0	59	66	26	33	42	24	93	30													
	c d F	f	f		-		-						B														
11 to 20	0%	1%	0%	0%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%													
	1	17	4	1	1	0	18	5	7	11	2	2	21	3													
					-		-						b														
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%													
	1	6	1	0	0	0	6	2	3	3	1	1	7	1													
					-		-																				
Net: Any Sent	24%	29%	22%	17%	13%	10%	24%	21%	27%	23%	23%	19%	28%	17%													
	203	564	426	111	180	68	785	587	363	421	294	293	883	482													
	d F	a C D F	F	f	-	-	-	F					B														
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1781	1685													
Average	0.6	0.8	0.5	0.3	0.2	0.1	0.6	0.5	0.7	0.5	0.5	0.4	0.7	0.3													
Standard Deviation	1.7	2.8	1.4	1.1	0.9	0.5	2.2	1.5	2.6	1.9	1.6	1.4	2.4	1.1													
Unweighted base	831	1972	1938	624	1192	568	3255	2678	1417	1838	1186	1492	3034	2870													
Weighted base	848	1935	1938	640	1332	692	3207	2846	1356	1851	1304	1543	3123	2902													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

UK nation													Rurality						
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	77%	82%	73%	80%	77%	77%	73%	75%	81%	77%	79%	76%	82%	77%	77%	**			
	406	467	386	435	434	412	507	449	419	3916	385	231	150	3484	1194				
1 or 2	17%	14%	21%	15%	17%	19%	21%	19%	16%	18%	15%	18%	15%	17%	18%	**			
	92	78	111	81	96	100	143	115	82	898	71	56	27	780	271				
3 or 4	3%	2%	3%	3%	2%	2%	3%	4%	3%	3%	3%	2%	1%	3%	2%	**			
	16	12	16	16	9	12	21	22	14	138	15	8	2	129	35				
5 to 10	2%	2%	2%	2%	4%	2%	2%	1%	0%	2%	2%	2%	1%	2%	2%	**			
	11	11	12	13	20	12	16	8	1	104	12	8	2	88	37				
11 to 20	1%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	3	2	3	0	3	1	6	3	0	21	1	0	0	18	5				
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	1	0	0	0	0	1	3	1	1	7	0	1	0	5	2				
Net: Any Sent	23%	18%	27%	20%	23%	23%	27%	25%	19%	23%	21%	24%	18%	23%	23%	**			
	123	104	143	110	127	125	189	149	98	1168	100	72	32	1020	349				
Effective Column n	220	242	229	234	244	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	0.6	0.4	0.6	0.4	0.5	0.6	0.8	0.6	0.3	0.5	0.5	0.6	0.4	0.5	0.5	0.4			
Standard Deviation	2.0	1.6	1.5	1.1	1.6	2.9	2.7	1.9	1.3	2.0	1.4	1.9	1.5	1.9	1.8	0.5			
Unweighted base	374	412	390	398	416	393	522	435	385	3725	753	737	718	4042	1885	6			
Weighted base	530	570	529	546	562	538	695	598	517	5084	484	303	182	4504	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability																
QJ6: Annual household income																
QJ2: Internet usage																
Column %																
Weighted counts																
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
None	61%	78%	80%	80%	80%	76%	72%	66%	83%	77%	90%					
	215	4466	624	646	943	797	379		1291	4348	323					
		A	d E	d E	E				C D E		A					
1 or 2	28%	17%	15%	15%	20%	21%	26%		12%	18%	8%					
	99	954	114	119	246	230	151		193	1016	29					
	B				a b F	a b F	A B c d F		B							
3 or 4	5%	3%	3%	4%	2%	3%	2%		2%	3%	1%					
	19	145	25	30	28	35	12		33	157	5					
	b															
5 to 10	3%	2%	1%	1%	2%	3%	4%		1%	2%	0%					
	11	114	10	11	25	34	23		23	123	2					
11 to 20	1%	0%	0%	0%	0%	0%	1%		0%	0%	0%					
	5	19	2	4	1	5	6		6	23	0					
	b															
21+	1%	0%	0%	0%	0%	0%	0%		0%	0%	0%					
	2	6	1	1	2	1	1		2	7	1					
Net: Any Sent	39%	22%	20%	20%	24%	28%	34%		17%	23%	10%					
	136	1236	152	165	303	304	193		256	1327	36					
	B				F	a b F	A B C F		B							
Effective Column n																
	216	3267	475	470	817	747	380		595	3363	111					
Average	1.1	0.5	0.5	0.5	0.5	0.7	0.8		0.4	0.6	0.2					
Standard Deviation	3.1	1.8	1.7	1.8	1.7	2.5	2.3		1.6	1.9	1.5					
Unweighted base	368	5565	809	800	1391	1272	647		1014	5728	189					
Weighted base	351	5702	776	810	1246	1101	572		1547	5675	358					
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		92%	97%	88%	91%	91%	92%	92%	91%
		5544	2385	3160	1411	1370	1402	1361	2696
		-	B						
1 or 2		7%	2%	10%	6%	7%	7%	6%	7%
		397	54	343	100	110	101	85	208
		-		A					
3 or 4		1%	0%	1%	1%	1%	1%	1%	1%
		56	9	47	16	13	13	14	27
		-		a					
5 to 10		1%	0%	1%	1%	1%	1%	1%	1%
		47	3	44	15	10	11	11	30
		-		A					
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%
		6	0	6	2	3	0	1	3
		-							
21+		0%	0%	0%	0%	0%	0%	0%	0%
		6	0	6	1	2	0	3	4
		-							
Net: Any Sent		8%	3%	12%	9%	9%	8%	8%	9%
		512	67	445	134	139	125	114	271
		-		A					
Effective Column n									
		3484	645	2838	892	870	878	844	1673
Average		0.2	0.1	0.4	0.2	0.4	0.2	0.2	0.3
Standard Deviation		3.2	0.3	4.1	1.2	5.8	0.7	2.2	4.3
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age													SEG			Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working				
None	92%	89%	92%	94%	93%	92%	91%	92%	89%	92%	92%	92%	93%	90%	93%			
	783	1732	1787	604	1242	638	2917	2627	1207	1710	1198	1430	2815	2706				
				b	-		-	-		c		c		A				
1 or 2	6%	8%	6%	4%	6%	7%	7%	6%	7%	6%	6%	6%	6%	7%	6%			
	52	151	121	28	73	46	220	177	101	120	83	94	233	162				
													b					
3 or 4	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%			
	6	25	15	6	11	5	40	16	25	15	8	8	34	21				
5 to 10	1%	1%	1%	0%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%			
	5	24	13	3	5	3	24	23	19	5	13	10	35	10				
								d					b					
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	2	2	1	0	1	1	4	2	3	1	1	1	5	1				
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	0	3	2	0	0	0	4	2	4	1	0	1	4	2				
Net: Any Sent	8%	11%	8%	6%	7%	8%	9%	8%	11%	8%	8%	7%	10%	7%				
	64	205	151	36	91	54	293	219	152	141	106	113	312	196				
		d			-		-	-	d f				B					
Effective Column n																		
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685				
Average	0.2	0.4	0.2	0.1	0.1	0.2	0.3	0.2	0.5	0.1	0.2	0.2	0.3	0.1				
Standard Deviation	1.1	5.3	1.4	1.0	0.9	0.8	4.2	1.2	6.4	0.8	1.0	1.4	4.3	1.1				
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870				
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

UK nation											Rurality									
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
None	93%	93%	89%	92%	92%	93%	89%	90%	94%	92%	91%	91%	93%	92%	91%	**				
	491	532	471	502	522	498	619	538	486	4658	443	275	169	4144	1397					
										-				c	c					
1 or 2	6%	6%	10%	6%	5%	6%	8%	8%	5%	7%	6%	7%	6%	6%	7%	**				
	30	32	53	33	30	32	54	48	25	337	29	20	10	281	115					
										-										
3 or 4	1%	1%	0%	1%	1%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	**				
	4	3	1	5	5	5	10	6	3	42	7	5	2	34	21					
										-										
5 to 10	0%	0%	1%	1%	1%	0%	1%	1%	0%	1%	1%	1%	0%	1%	0%	**				
	2	3	5	5	6	2	9	5	2	39	5	2	1	39	8					
										-										
11 to 20	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**				
	3	0	0	0	1	0	1	0	1	6	0	0	0	5	1					
										-										
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**				
	0	0	0	0	0	1	2	1	0	4	1	0	0	3	2					
										-										
Net: Any Sent	7%	7%	11%	8%	8%	7%	11%	10%	6%	8%	9%	9%	7%	8%	9%	**				
	39	38	59	44	42	40	77	60	31	429	42	28	13	363	146					
										-										
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
										-										
Average	0.2	0.1	0.2	0.2	0.2	0.2	0.4	0.5	0.1	0.3	0.3	0.2	0.1	0.2	0.3	8.2				
Standard Deviation	1.2	0.6	0.9	0.7	1.1	2.6	2.9	8.8	0.8	3.4	1.7	1.1	0.6	1.5	5.6	16.9				
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6				
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

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

Q87: Inability to leave home without help, due to illness or disability												
QJ6: Annual household income												
QJ2: Internet usage												
Column %												
Weighted counts												
Column Comparisons	Yes - I am housebound	No - I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year	
None	80%	92%	91%	91%	91%	91%	90%	88%	95%	91%	95%	95%
	279	5265	708	740	1139	986	506	1465	5184	341		
	A											
1 or 2	15%	6%	7%	7%	7%	7%	10%	4%	7%	4%		
	51	346	53	57	85	82	57	64	384	13		
	B											
3 or 4	3%	1%	1%	1%	1%	1%	1%	1%	1%	0%		
	9	47	7	11	12	14	3	9	56	0		
	b											
5 to 10	2%	1%	1%	0%	1%	1%	2%	1%	1%	1%		
	8	39	7	1	8	14	9	8	44	2		
	b											
11 to 20	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	2	4	1	1	1	3	0	0	5	1		
	b											
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	2	4	1	0	1	1	1	1	5	0		
	b											
Net: Any Sent	20%	8%	9%	9%	9%	10%	12%	5%	9%	5%		
	72	440	69	70	107	115	70	81	495	17		
	B											
Effective Column n	216	3268	475	470	817	747	380	595	3363	111		
	B											
Average	0.7	0.2	0.3	0.2	0.2	0.3	0.6	0.1	0.3	0.1		
Standard Deviation	3.4	3.1	2.2	1.1	1.0	2.3	9.0	1.3	3.3	1.2		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None	-	28%	32%	24%	29%	27%	29%	26%	30%	25%
		1672	795	877	449	404	442	378	897	776
	-	B						B		
1 or 2		30%	29%	30%	27%	34%	30%	28%	28%	32%
		1797	711	1087	414	517	456	409	819	979
	-				a d				a	
3 or 4		17%	15%	18%	15%	16%	19%	16%	17%	17%
		1008	364	644	239	243	289	237	491	517
	-	a								
5 to 10		17%	16%	18%	17%	17%	15%	18%	16%	17%
		1018	382	636	265	259	234	260	486	532
	-									
11 to 20		5%	5%	5%	7%	3%	5%	6%	6%	5%
		317	119	198	104	52	69	92	171	146
	-			b			b			
21+		4%	3%	4%	5%	2%	2%	7%	3%	4%
		239	77	162	74	33	34	98	100	139
	-		a		b c		B C			
Net: Any Sent		72%	68%	76%	71%	73%	71%	74%	70%	75%
		4380	1653	2728	1096	1105	1082	1097	2067	2313
	-	A							A	
Effective Column n		3483	645	2839	892	870	877	844	1672	1811
Average		4.5	3.9	5.0	5.1	3.5	3.6	5.9	4.4	4.7
Standard Deviation		10.2	7.6	11.6	12.0	7.2	6.3	13.3	9.5	10.8
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
None	41%	31%	26%	17%	17%	17%	23%	33%	19%	26%	29%	36%	27%	28%											
	351	599	501	107	221	114	742	930	255	488	373	557	843	823											
	B C D F	c D F	D F		-		-	-		C	C	C D e													
1 or 2	30%	30%	30%	31%	27%	24%	29%	30%	28%	30%	30%	30%	31%	29%											
	256	589	587	197	366	169	941	856	379	562	387	469	958	830											
					-		-	-																	
3 or 4	14%	16%	16%	22%	21%	20%	18%	15%	18%	18%	17%	14%	16%	17%											
	116	303	311	143	279	136	573	436	245	328	220	216	507	498											
				a b c	-	a	-	-																	
5 to 10	11%	15%	17%	17%	23%	28%	19%	15%	22%	16%	17%	13%	17%	17%											
	89	294	331	110	304	193	596	422	292	304	223	200	518	496											
		a	a	a	-	A B C d	-	-	d e F	f	f														
11 to 20	4%	4%	6%	8%	7%	5%	6%	4%	8%	4%	5%	4%	6%	5%											
	30	78	121	52	88	36	189	128	106	83	63	65	179	134											
				a b	-		-	-	d e f																
21+	1%	4%	4%	5%	6%	6%	5%	3%	6%	5%	3%	2%	4%	4%											
	5	72	86	31	75	44	165	74	78	87	38	36	119	120											
		A	A	A	-	A	-	-	e F	f															
Net: Any Sent	59%	69%	74%	83%	83%	83%	77%	67%	81%	74%	71%	64%	73%	72%											
	497	1336	1436	534	1111	578	2464	1916	1101	1363	931	986	2281	2079											
		A	A b	A B C	-	A B C	-	-	D E F	F	f														
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1781	1685											
Average	2.5	4.3	4.7	5.5	6.0	6.4	5.4	3.6	6.3	4.7	3.9	3.3	4.6	4.5											
Standard Deviation	8.2	11.7	8.5	9.9	11.0	11.9	11.2	8.9	12.5	10.0	8.4	9.3	10.3	10.2											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

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

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	29%	35%	22%	25%	26%	26%	27%	21%	30%	27%	30%	30%	42%	29%	25%	**			
	154	198	114	135	147	142	191	128	153	1362	144	90	76	1288	380				
	c h														C d e f g H k L				
1 or 2	32%	29%	27%	33%	35%	28%	30%	31%	30%	31%	24%	25%	28%	30%	30%	**			
	169	163	140	182	195	153	212	185	155	1552	118	77	51	1330	466				
3 or 4	15%	17%	16%	21%	14%	17%	17%	16%	17%	17%	17%	17%	14%	16%	18%	**			
	78	99	82	112	81	93	120	95	89	850	82	51	25	735	272				
5 to 10	15%	13%	26%	12%	17%	17%	16%	23%	14%	17%	16%	19%	11%	16%	19%	**			
	81	72	136	67	95	90	110	140	74	864	77	58	19	732	286				
			a B D e f g i k m																
11 to 20	4%	4%	7%	4%	5%	6%	5%	6%	6%	5%	7%	6%	3%	5%	5%	**			
	20	24	39	21	31	33	32	33	29	262	33	17	5	239	79				
21+	5%	2%	3%	5%	2%	5%	4%	3%	3%	4%	6%	3%	3%	4%	4%	**			
	28	14	17	29	13	28	30	16	18	193	31	10	5	179	60				
Net: Any Sent	71%	65%	78%	75%	74%	74%	73%	79%	70%	73%	70%	70%	58%	71%	75%	**			
	376	372	415	411	414	396	505	469	364	3722	340	213	106	3215	1163				
			b M		m		m		m		b M		-		m		M		
Effective Column n																			
	220	242	229	234	244	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	4.3	3.6	4.8	4.8	4.0	5.6	4.5	4.6	4.0	4.5	6.1	4.4	3.1	4.5	4.7	1.1			
Standard Deviation	8.2	9.4	6.9	14.4	10.2	14.0	8.7	8.7	8.2	10.1	13.0	7.8	7.1	9.7	11.6	1.7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

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

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year
None	25%	28%	35%	28%	25%	21%	24%	32%	27%	35%	
	87	1586	275	228	313	234	134	488	1543	124	
			b C D E	d				c D e		a	
1 or 2	22%	30%	30%	31%	30%	30%	28%	29%	30%	24%	
	78	1719	230	251	373	329	162	454	1710	85	
		a									
3 or 4	17%	17%	14%	17%	18%	18%	16%	16%	17%	14%	
	59	950	108	139	228	199	93	241	957	50	
5 to 10	24%	16%	14%	16%	20%	19%	17%	15%	17%	18%	
	83	935	107	132	247	204	98	230	945	65	
	b										
11 to 20	8%	5%	4%	4%	4%	7%	8%	5%	5%	5%	
	27	291	28	35	49	78	48	79	299	17	
						a c	a b c				
21+	5%	4%	4%	3%	3%	5%	6%	4%	4%	5%	
	17	222	28	25	37	57	37	54	222	17	
Net: Any Sent	75%	72%	65%	72%	75%	79%	76%	68%	73%	65%	
	264	4116	502	582	934	867	438	1059	4133	234	
			a	A f	A b F	A f		b			
Effective Column n											
	216	3267	475	470	817	747	380	595	3363	111	
Average	5.9	4.5	3.7	4.4	3.9	5.6	6.3	4.1	4.6	4.1	
Standard Deviation	17.0	9.6	7.6	13.6	7.1	11.7	12.6	9.0	10.4	7.2	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

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

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
0%		43%	60%	35%	44%	41%	38%	48%	39%	
	959	432	527	247	226	208	277	417		
	-	B							a	
1-10%		8%	7%	9%	6%	7%	11%	8%	9%	
	179	50	129	34	38	62	45	97		
	-									
11-20%		4%	3%	5%	4%	4%	5%	4%	5%	
	89	19	70	21	20	27	21	54		
	-									
21-30%		3%	1%	3%	2%	2%	4%	3%	3%	
	61	9	52	13	9	20	19	37		
	-		a							
31-40%		3%	2%	4%	3%	3%	3%	3%	4%	
	69	14	54	17	17	19	16	45		
	-							b		
41-50%		5%	2%	6%	5%	6%	3%	4%	5%	
	102	15	87	27	31	19	26	53		
	-		a							
51-60%		3%	3%	3%	3%	4%	2%	3%	3%	
	68	21	47	16	20	13	20	34		
	-									
61-70%		3%	1%	4%	3%	2%	3%	3%	3%	
	63	6	56	18	13	14	19	35		
	-		a							
71-80%		3%	1%	4%	3%	3%	3%	2%	3%	
	61	7	54	17	18	14	12	30		
	-		a							
81-90%		3%	2%	4%	3%	3%	3%	3%	3%	
	71	15	56	19	19	18	15	31		
	-									
91-100%		21%	17%	22%	21%	24%	22%	17%	21%	
	464	125	339	116	133	117	99	226		
	-		a							
Net: 1-50%		22%	15%	26%	20%	21%	27%	22%	27%	
	500	107	393	112	115	146	126	287		
	-		A					B		
Net: 51-100%		33%	24%	37%	33%	37%	32%	28%	33%	
	727	174	553	185	202	176	164	355		
	-		A							
I don't know		2%	0%	3%	2%	2%	2%	2%	2%	
	43	3	40	13	9	12	9	20		
	-		a							
Effective Column n		1432	187	1245	360	351	351	370	661	
Unweighted base	2364	309	2055	594	580	579	611	1092	1272	
Weighted base	2228	716	1512	558	552	542	576	1079	1145	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Average	Methodology		Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Column Comparisons									
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	33.8	24.2	38.5	34.2	37.4	34.3	29.5	34.9	32.8
			A		d				
Effective Column n		243.2	1581.3	352.9	343.6	340.7	362.2	647.2	750.6
Standard Deviation	39.7	37.9	39.8	39.9	40.8	39.8	38.1	39.2	40.2
Unweighted base	2311	308	2003	582	568	563	598	1070	1241
Weighted base	2185	713	1472	545	543	530	568	1059	1127
Columns	A	A	B	A	B	C	D	A	B

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

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

Age															Working status		
Column %	SEG																
Weighted counts																	
Column																	
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
0%	21%	30%	55%	71%	72%	74%	48%	37%	50%	47%	37%	36%	37%	54%			
	68	264	388	122	240	118	588	371	282	305	194	177	517	440			
	a		AB	AB c	-	AB c	-	-	EF	ef				A			
1-10%	8%	7%	9%	8%	9%	10%	8%	9%	7%	8%	8%	9%	8%	7%			
	26	62	61	14	30	16	91	87	37	55	43	44	117	60			
11-20%	4%	5%	3%	2%	2%	1%	3%	5%	3%	4%	5%	4%	5%	2%			
	12	47	24	3	5	2	41	48	15	26	27	21	68	18			
				-	-	-	-	-					b				
21-30%	5%	3%	2%	1%	0%	0%	2%	3%	3%	2%	3%	3%	3%	2%			
	18	28	14	1	1	0	30	31	15	15	18	13	48	13			
				-	-	-	-	-					b				
31-40%	4%	6%	1%	1%	0%	0%	2%	4%	1%	3%	5%	3%	4%	1%			
	13	50	4	2	2	0	28	41	8	20	27	14	56	12			
	c	C f					-	-		c			b				
41-50%	9%	6%	2%	1%	2%	3%	5%	5%	5%	4%	4%	5%	5%	5%			
	30	51	16	1	6	5	55	47	29	27	22	25	64	37			
	C d	c d			-	-	-	-									
51-60%	2%	5%	2%	3%	1%	0%	3%	3%	3%	3%	4%	2%	3%	2%			
	8	41	15	5	5	0	40	29	18	22	19	10	48	19			
				-	-	-	-	-									
61-70%	8%	3%	1%	0%	0%	1%	2%	3%	2%	3%	3%	3%	3%	2%			
	25	27	9	0	1	1	29	34	12	17	18	16	47	16			
	b C d f						-	-									
71-80%	6%	3%	2%	1%	1%	1%	3%	3%	4%	2%	3%	3%	3%	2%			
	18	29	12	1	2	1	33	28	21	12	13	15	45	16			
				-	-	-	-	-									
81-90%	4%	4%	3%	1%	1%	1%	3%	3%	4%	3%	4%	2%	4%	2%			
	11	38	19	2	3	1	38	33	20	18	21	12	58	13			
				-	-	-	-	-					b				
91-100%	29%	24%	18%	9%	10%	10%	18%	24%	17%	19%	23%	25%	22%	19%			
	94	211	127	16	32	16	220	244	97	123	120	124	308	154			
	c D F	c D f	d		-	-	-	-				c					
Net: 1-50%	30%	28%	17%	12%	13%	14%	20%	25%	18%	22%	26%	24%	25%	17%			
	98	239	120	21	43	22	246	254	103	143	137	117	353	139			
	C D f	C D f			-	-	-	-					B				
Net: 51-100%	48%	40%	26%	14%	13%	12%	30%	36%	30%	29%	36%	36%	36%	27%			
	157	346	181	24	43	20	359	368	168	191	192	176	506	217			
	b C D F	C D F	df		-	-	-	-					B				
I don't know	1%	2%	2%	3%	1%	0%	2%	2%	1%	2%	1%	4%	2%	2%			
	5	20	14	5	5	0	21	21	7	14	4	18	22	20			
				-	-	-	-	-				e					
Effective Column n	212	552	455	130	213	83	806	626	384	422	311	315	871	553			
Unweighted base	350	911	751	215	352	137	1331	1033	634	697	513	520	1438	913			
Weighted base	327	868	703	171	331	160	1214	1015	560	653	526	488	1399	817			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

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

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

	Age							SEG					Working status		
Average															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	49.6	41.9	26.1	13.7	13.5	13.3	30.4	37.9	30.2	30.5	37.5	38.4	37.3	27.7	
	b C D F	C D F	D F		-		-				c d	c d	B		
Effective Column n	208.6	538.1	446.4	126.5	209.3	82.9	789.9	608.9	376.8	412.9	307.3	301.8	855.9	538.5	
Standard Deviation	38.5	39.5	38.8	30.6	30.6	30.7	38.8	40.4	38.9	38.9	39.8	41.0	39.8	38.9	
Unweighted base	344	888	733	209	346	137	1305	1006	623	682	508	498	1411	888	
Weighted base	322	848	689	166	326	160	1192	993	553	639	523	471	1376	797	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

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

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
0%	47%	43%	39%	35%	42%	40%	36%	50%	44%	41%	56%	46%	52%	42%	45%	**		
	86	84	84	71	98	80	94	102	80	779	151	96	55	29	693	265		
											d g							
1-10%	4%	5%	11%	12%	3%	8%	8%	9%	12%	8%	8%	8%	10%	7%	10%	**		
	8	10	24	25	7	16	21	18	22	151	13	10	5	122	57			
11-20%	3%	3%	6%	5%	7%	1%	3%	4%	3%	4%	2%	6%	4%	4%	3%	**		
	6	6	12	10	17	2	9	9	6	76	4	7	2	72	17			
21-30%	2%	4%	3%	4%	3%	2%	3%	1%	4%	3%	1%	3%	3%	3%	2%	**		
	4	8	7	8	6	5	8	2	8	55	1	3	2	51	10			
31-40%	4%	3%	5%	3%	2%	5%	6%	2%	1%	3%	1%	1%	1%	4%	1%	**		
	7	6	11	6	5	10	16	3	2	66	1	1	1	61	7			
41-50%	5%	4%	3%	6%	4%	3%	8%	6%	4%	5%	4%	2%	3%	5%	3%	**		
	9	7	7	13	8	6	22	11	7	90	7	3	2	83	19			
51-60%	7%	3%	0%	2%	2%	5%	6%	2%	2%	3%	2%	1%	1%	3%	2%	**		
	13	5	1	4	5	11	17	5	3	63	3	2	1	57	11			
61-70%	1%	4%	4%	2%	5%	2%	4%	1%	2%	3%	2%	2%	1%	3%	2%	**		
	2	9	9	4	11	5	12	3	3	57	3	2	1	49	14			
71-80%	1%	3%	3%	2%	2%	3%	3%	3%	3%	3%	2%	6%	2%	3%	3%	**		
	2	5	7	4	5	6	9	6	5	49	3	8	1	43	18			
81-90%	2%	3%	5%	5%	1%	3%	5%	2%	3%	3%	3%	2%	1%	3%	4%	**		
	4	7	10	9	3	6	14	4	5	63	5	3	1	47	24			
91-100%	22%	23%	17%	24%	29%	23%	14%	17%	23%	21%	19%	21%	19%	20%	22%	**		
	40	45	37	50	67	46	36	35	42	397	32	25	10	336	128			
Net: 1-50%	18%	19%	28%	29%	18%	20%	29%	22%	24%	23%	16%	20%	21%	24%	19%	**		
	33	37	61	61	43	40	75	45	44	438	27	23	11	390	110			
Net: 51-100%	34%	36%	29%	35%	39%	36%	33%	26%	32%	33%	27%	33%	24%	32%	33%	**		
	61	70	63	71	91	73	87	53	58	629	46	39	13	532	195			
I don't know	0%	2%	3%	1%	1%	4%	2%	3%	1%	2%	1%	1%	3%	2%	3%	**		
	1	4	6	3	2	8	6	7	1	37	2	2	2	27	15			
Effective Column n	86	98	101	99	108	99	130	99	88	907	171	187	167	961	471	1		
Unweighted base	142	161	166	164	178	164	214	163	146	1498	282	309	275	1586	777	1		
Weighted base	181	196	214	206	234	200	262	207	183	1883	172	119	55	1641	586	1		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

	UK nation										Rurality							
Average	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Column Comparisons																		
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	33.7	36.4	32.1	37.5	39.1	37.0	35.1	27.8	32.8	34.7	27.3	32.5	26.1	33.9	33.5	**		
Effective Column n	85.4	95.0	97.7	97.4	106.8	96.2	125.9	95.0	87.8	1011.6	172.9	197.2	177.1	953.1	464.3			
Standard Deviation	39.8	40.7	38.6	40.7	41.9	40.6	36.5	38.2	40.7	39.7	39.3	40.5	38.4	39.2	41.1			
Unweighted base	141	157	161	161	176	159	208	157	145	1465	277	304	265	1554	757	0		
Weighted base	180	192	209	203	232	193	256	200	182	1846	169	117	53	1614	571	0		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

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

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know / I prefer not to answer	NET: Internet user	NET: Internet non-user		
0%	25%	45%	38%	38%	38%	41%	43%	57%	42%	**		
	42	917	91	107	179	216	118	248	917			
	A											
1-10%	4%	8%	7%	10%	11%	5%	7%	8%	8%	**		
	7	172	16	29	50	27	20	36	178			
11-20%	3%	4%	5%	3%	6%	3%	4%	3%	4%	**		
	6	83	12	7	26	17	12	15	88			
21-30%	5%	3%	3%	3%	3%	4%	2%	2%	3%	**		
	8	53	6	8	14	19	6	7	58			
31-40%	5%	3%	4%	5%	3%	4%	2%	2%	3%	**		
	9	59	10	14	13	19	5	7	66			
41-50%	13%	4%	6%	4%	5%	4%	7%	3%	5%	**		
	22	80	15	12	23	22	19	12	101			
	B											
51-60%	6%	3%	3%	4%	3%	4%	1%	2%	3%	**		
	11	57	8	12	16	20	3	8	66			
	b											
61-70%	8%	2%	3%	5%	2%	3%	3%	2%	3%	**		
	13	50	7	14	12	13	7	9	56			
	b											
71-80%	8%	2%	2%	3%	3%	4%	2%	2%	3%	**		
	13	48	5	8	12	22	5	8	59			
	B											
81-90%	7%	3%	2%	3%	4%	3%	5%	2%	3%	**		
	12	59	5	9	20	14	13	10	69			
	b											
91-100%	14%	21%	23%	19%	20%	23%	24%	16%	21%	**		
	23	441	56	55	96	123	66	69	461			
	b											
Net: 1-50%	31%	22%	25%	25%	27%	20%	22%	18%	23%	**		
	52	448	60	70	126	105	61	77	491			
	b											
Net: 51-100%	42%	32%	34%	35%	33%	37%	34%	24%	33%	**		
	72	655	81	99	156	192	95	104	710			
	b											
I don't know	2%	2%	3%	3%	2%	2%	1%	2%	2%	**		
	4	39	7	8	9	8	2	9	42			
	f											
Effective Column n	109	1323	164	186	344	364	193	181	1401	26		
Unweighted base	180	2184	271	307	568	601	318	299	2313	43		
Weighted base	170	2058	239	285	471	522	276	437	2160	55		
Columns	A	B	A	B	C	D	E	F	A	B		

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

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

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Average											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Percentage of smaller parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	44.1	33.0	36.8	35.5	34.7	37.3	36.2	24.3	34.2 **		
Effective Column n	105.9	1293.0	158.9	178.5	340.2	360.1	190.5	183.8	1371.1	25.4	
Standard Deviation	35.0	40.0	39.9	39.0	39.5	40.5	41.1	37.4	39.9	33.0	
Unweighted base	175	2136	262	295	556	592	315	291	2261	42	
Weighted base	166	2019	232	276	461	514	274	429	2118	54	
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
0%	42%	61%	34%	41%	42%	40%	43%	39%	44%	
-	708	280	428	185	192	160	171	315	393	
-		B								
1-10%	7%	6%	8%	6%	8%	8%	8%	6%	8%	
-	122	29	94	27	34	31	30	48	75	
-										
11-20%	4%	3%	5%	5%	3%	5%	4%	4%	4%	
-	74	16	59	24	15	19	17	35	39	
-										
21-30%	3%	1%	4%	2%	2%	4%	4%	4%	2%	
-	51	6	45	11	8	15	17	32	19	
-			a							
31-40%	3%	1%	3%	3%	2%	3%	4%	3%	2%	
-	45	4	41	14	7	10	14	26	19	
-			a							
41-50%	4%	1%	5%	4%	5%	5%	3%	4%	4%	
-	71	4	67	16	21	20	13	33	38	
-			A							
51-60%	4%	4%	3%	5%	3%	3%	3%	5%	2%	
-	60	20	41	21	14	11	13	39	21	
-								b		
61-70%	3%	1%	4%	4%	3%	2%	3%	4%	2%	
-	49	3	47	17	13	6	13	29	20	
-			a							
71-80%	2%	2%	2%	2%	2%	3%	1%	3%	2%	
-	36	8	29	9	11	12	5	23	14	
-										
81-90%	4%	2%	5%	4%	3%	5%	4%	4%	4%	
-	66	8	58	17	12	20	17	29	37	
-			a							
91-100%	23%	17%	25%	22%	27%	22%	21%	23%	22%	
-	389	77	312	96	121	88	84	189	200	
-			a							
Net: 1-50%	21%	13%	25%	20%	19%	24%	23%	22%	21%	
-	364	58	306	91	84	96	92	174	189	
-			A							
Net: 51-100%	35%	25%	39%	36%	38%	35%	33%	38%	33%	
-	601	115	486	161	171	138	132	309	292	
-			A							
I don't know	2%	0%	2%	2%	1%	1%	2%	1%	2%	
-	27	2	25	10	5	6	6	11	16	
-										
Effective Column n										
-	1190	123	1067	307	304	280	299	537	653	
-										
Unweighted base	1923	199	1724	496	491	452	484	868	1055	
Weighted base	1699	455	1244	446	453	399	401	809	891	
Columns	A	A	B	A	B	C	D	A	B	

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

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

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

Average Column Comparisons	Methodology		Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Percentage of larger parcels sent, that were sent as a result of an online CZC transaction (e.g. eBay, Etsy)	35.9	23.8	40.4	35.8	37.6	36.1	34.0	38.1	34.0
Effective Column n	-		A						
		155.9	1329.6	299.7	298.8	275.6	292.3	528.5	636.6
Standard Deviation	40.5	37.8	40.5	40.0	41.8	40.3	39.8	40.2	40.7
Unweighted base	1887	198	1689	485	484	445	473	856	1031
Weighted base	1672	453	1219	436	448	393	395	798	874
Columns	A	A	B	A	B	C	D	A	B

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

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

Age															SEG										Working status			
Column %																												
Weighted counts																												
Column Comparisons																												
	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
0%	22%	27%	54%	73%	70%	68%	46%	36%	49%	43%	36%	37%	35%	52%														
	53	181	287	103	187	84	435	273	212	223	137	136	365	341														
			AB	AB c	-	AB c	-	-	e f					A														
1-10%	4%	8%	8%	5%	8%	10%	6%	9%	4%	7%	7%	11%	7%	8%														
	9	52	42	8	21	13	56	66	18	38	27	39	71	51														
												c																
11-20%	4%	5%	5%	4%	4%	4%	4%	5%	6%	3%	4%	6%	5%	3%														
	10	30	24	5	10	5	38	36	24	15	15	21	50	22														
21-30%	4%	4%	3%	0%	0%	1%	2%	5%	2%	2%	6%	3%	3%	2%														
	10	26	14	0	1	1	17	34	7	10	21	13	36	15														
											c d																	
31-40%	6%	4%	1%	0%	0%	0%	3%	2%	3%	3%	2%	2%	3%	2%														
	15	26	4	1	1	0	28	17	13	15	9	8	34	10														
	C d f	c																										
41-50%	10%	5%	2%	2%	1%	1%	4%	4%	5%	4%	4%	4%	5%	3%														
	24	31	12	2	4	1	40	31	21	19	15	16	47	22														
	b C d f																											
51-60%	5%	6%	1%	3%	2%	1%	4%	3%	4%	4%	4%	1%	5%	2%														
	12	37	6	4	5	1	39	21	18	22	16	5	47	12														
	c												b															
61-70%	5%	4%	2%	0%	1%	1%	3%	3%	3%	2%	4%	3%	4%	1%														
	13	26	9	0	2	2	24	25	13	12	16	9	40	9														
													b															
71-80%	3%	4%	1%	0%	0%	0%	2%	3%	3%	1%	4%	2%	3%	1%														
	7	24	6	0	0	0	17	20	11	6	14	6	28	7														
81-90%	7%	5%	2%	2%	2%	3%	4%	3%	6%	3%	4%	3%	4%	4%														
	16	35	9	2	6	4	42	24	25	18	14	9	40	26														
	c	c																										
91-100%	30%	28%	20%	9%	9%	10%	21%	25%	16%	26%	25%	25%	26%	19%														
	73	183	109	13	25	12	201	189	67	133	95	93	265	124														
	c D F	c D F	d f							c	c	c	b															
Net: 1-50%	28%	25%	18%	11%	14%	16%	19%	25%	19%	18%	23%	26%	23%	19%														
	67	165	95	16	36	20	179	185	83	95	88	97	238	121														
	c d	c d																										
Net: 51-100%	50%	46%	26%	14%	14%	15%	34%	37%	31%	37%	40%	33%	41%	27%														
	121	305	138	20	38	18	324	278	133	190	155	123	421	178														
	C D F	C D F	d f										B															
I don't know	1%	2%	2%	2%	2%	1%	1%	2%	1%	2%	1%	3%	1%	2%														
	2	11	10	3	5	2	11	16	3	8	3	13	14	13														
Effective Column n	171	466	364	119	188	69	686	504	327	358	248	256	708	475														
Unweighted base	277	753	589	192	304	112	1108	815	529	579	401	414	1145	768														
Weighted base	242	661	530	141	266	125	949	751	431	517	383	368	1039	652														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

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

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

	Age										SEG										Working status	
Average	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Column Comparisons	51.7		45.8		27.1		13.9		14.5		15.1		34.1	38.3	30.9	36.8	40.0	36.4	40.6	28.5		
Percentage of larger parcels sent, that were sent as a result of an online C2C transaction (e.g. eBay, Etsy)	C D F		C D F		D f				-				-	-			c		B			
Effective Column n	169.9		458.6		359.5		116.1		184.0		67.9		675.4	490.6	322.9	352.4	245.1	245.3	696.3	463.3		
Standard Deviation	38.2		40.2		39.4		30.6		31.1		31.8		40.2	40.8	38.3	41.6	40.5	41.0	40.5	39.4		
Unweighted base	274		739		576		188		298		110		1093	794	523	570	397	397	1127	750		
Weighted base	240		650		520		138		262		123		937	735	429	509	380	356	1024	639		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B								

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

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

UK nation													Rurality				
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
0%	39% 56	40% 62	37% 59	42% 63	32% 53	44% 62	30% 57	50% 89	39% 51	39% 553	61% 90	45% 42	52% 23	41% 498	45% 210	**	
1-10%	7% 11	6% 8	10% 16	8% 12	6% 10	9% 12	6% 12	3% 5	13% 17	7% 104	5% 7	9% 9	7% 3	7% 85	8% 38	**	
	5% 7	4% 5	2% 4	3% 4	7% 11	2% 3	5% 10	9% 16	4% 6	5% 66	1% 2	5% 4	6% 2	4% 51	5% 24	**	
11-20%	3% 5	4% 6	6% 10	4% 6	4% 7	3% 4	3% 5	0% 0	2% 3	3% 46	1% 2	3% 2	2% 1	3% 41	2% 9	**	
21-30%	1% 1	3% 5	4% 6	5% 8	3% 5	1% 1	6% 11	2% 4	1% 1	3% 41	2% 3	1% 1	1% 1	3% 40	1% 5	**	
31-40%	2% 3	4% 6	2% 4	4% 5	5% 8	5% 8	8% 15	6% 11	2% 3	4% 62	5% 7	1% 1	2% 1	4% 52	4% 19	**	
41-50%	4% 6	2% 3	2% 4	1% 1	6% 10	11% 15	6% 11	3% 6	2% 2	4% 57	0% 0	2% 2	2% 1	4% 55	1% 5	**	
51-60%	4% 5	4% 5	5% 8	2% 3	2% 4	k 3% 5	5% 9	2% 4	3% 4	3% 47	1% 1	1% 0	0% 0	3% 42	2% 7	**	
71-80%	1% 2	0% 0	3% 5	3% 4	2% 4	1% 2	5% 9	1% 1	3% 4	2% 30	1% 1	4% 4	2% 1	2% 26	2% 11	**	
81-90%	4% 5	5% 7	2% 4	5% 7	3% 4	3% 4	8% 15	5% 9	2% 3	4% 58	1% 2	5% 5	2% 1	4% 51	3% 15	**	
91-100%	28% 40	26% 40	24% 39	23% 34	30% 49	17% 25	16% 31	17% 31	28% 38	23% 327	22% 32	23% 21	21% 9	22% 271	25% 119	**	
Net: 1-50%	18% 27	20% 30	25% 39	24% 36	25% 42	19% 27	28% 53	20% 35	22% 29	22% 318	14% 20	19% 17	18% 8	22% 269	20% 94	**	
Net: 51-100%	40% 59	37% 57	37% 60	33% 49	42% 70	35% 50	40% 74	29% 51	38% 50	37% 520	25% 37	35% 32	27% 12	36% 444	34% 157	**	
I don't know	3% 4	3% 5	2% 3	1% 2	0% 0	1% 2	2% 4	1% 2	2% 2	2% 23	1% 1	2% 2	2% 1	1% 18	2% 8	**	
Effective Column n	72	86	82	81	82	79	100	85	67	734	160	153	142	796	393	1	
Unweighted base	116	139	132	131	133	128	162	137	108	1186	259	248	230	1286	635	2	
Weighted base	146	154	161	150	166	141	188	176	133	1414	148	93	44	1228	469	2	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

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

UK nation															Rurality						
Average	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Column Comparisons																					
Percentage of larger parcels sent, that were sent as a result of an online CZC transaction (e.g. eBay, Etsy)	39.3	38.6		37.7	35.3	42.7	32.6	40.7	30.1	37.5	37.2	26.9	34.3	28.6	36.4	34.8 **					
Effective Column n	70.0	82.7		79.9	79.7	82.5	77.8	97.6	83.6	65.6	826.4	164.8	160.4	154.5	786.9	388.1	0.6				
Standard Deviation	42.3	41.8		40.6	40.7	40.9	38.2	37.6	38.7	42.7	40.3	40.0	41.8	40.0	40.0	41.7					
Unweighted base	113	134		129	129	133	126	158	135	106	1163	257	243	224	1263	623	1				
Weighted base	142	149		158	149	166	139	184	174	130	1391	147	91	43	1210	461	1				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QD2: Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
0%	20%	44%	36%	41%	37%	36%	48%	55%	42% **		
	28	680	68	81	140	134	109	176	687		
		A					c d	a b C D			
1-10%	7%	7%	10%	10%	6%	7%	3%	8%	7%	**	
	10	113	20	19	24	26	8	26	121		
11-20%	6%	4%	6%	5%	6%	2%	3%	5%	4%	**	
	9	66	12	9	23	8	7	16	72		
21-30%	2%	3%	2%	4%	3%	4%	1%	3%	3%	**	
	3	48	4	7	13	15	2	9	51		
31-40%	5%	2%	4%	4%	2%	4%	1%	1%	3%	**	
	8	37	7	9	9	15	3	2	44		
41-50%	11%	4%	4%	4%	4%	5%	6%	3%	4%	**	
	15	56	8	8	14	18	13	10	70		
	B										
51-60%	7%	3%	3%	3%	4%	4%	2%	4%	3%	**	
	10	50	7	5	15	15	3	14	56		
61-70%	8%	2%	4%	4%	3%	3%	4%	0%	3%	**	
	11	39	8	8	12	10	10	1	46		
	b										
71-80%	8%	2%	2%	2%	1%	3%	4%	1%	2%	**	
	11	25	5	3	5	10	10	3	35		
	B										
81-90%	10%	3%	4%	3%	5%	5%	3%	2%	4%	**	
	15	51	8	7	18	19	7	7	61		
	B										
91-100%	15%	24%	22%	19%	27%	27%	25%	15%	23%	**	
	22	367	43	38	102	102	56	48	387		
					f	f					
Net: 1-50%	31%	21%	27%	27%	22%	22%	14%	19%	22%	**	
	44	320	51	53	84	81	32	62	358		
	b										
Net: 51-100%	48%	34%	36%	31%	40%	42%	38%	23%	35%	**	
	68	533	70	61	153	157	87	74	583		
	b				F	F	f				
I don't know	1%	2%	1%	2%	2%	1%	0%	3%	2%	**	
	2	25	3	4	6	5	0	9	26		
Effective Column n	97	1093	142	146	292	299	165	146	1168	19	
Unweighted base	156	1767	229	236	472	483	267	236	1888	30	
Weighted base	142	1557	192	199	383	377	228	321	1655	36	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QD2. (Avg) Roughly what percentage of these parcels were deliveries to people who had bought products from you online (e.g. on eBay, Etsy, etc)? Larger parcels - that will not fit through a letterbox by Demographics Part 4

	QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income				QJ2: Internet usage		
Average										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Percentage of larger parcels sent, that were sent as a result of an online CZC transaction (e.g. eBay, Etsy)	47.5	34.9	f	37.0	32.7	40.2	42.0	37.2	23.9	36.0 **
Effective Column n	B									
	95.1	1070.5	139.4	140.3	288.6	300.0	165.0	146.3	1148.8	17.9
Standard Deviation	35.6	40.7	39.9	38.8	41.3	41.2	41.7	36.6	40.6	38.9
Unweighted base	154	1733	225	227	463	479	226	1853	29	
Weighted base	140	1532	189	195	377	372	228	312	1628	35
Columns	A	B	A	B	C	D	E	F	A	B

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

QD2: Approximate percentage sent to people who bought products from you online (e.g. on eBay, Etsy, etc)

Column %		
Column		
Comparisons	Smaller parcels - that will fit through a letterbox	Larger parcels - that will not fit through a letterbox
0%	43%	42%
1-10%	8%	7%
11-20%	4%	4%
21-30%	3%	3%
31-40%	3%	3%
41-50%	5%	4%
51-60%	b	4%
61-70%	3%	3%
71-80%	3%	2%
81-90%	3%	4%
91-100%	21%	23%
I don't know	2%	2%
NET: 1-50%	22%	21%
NET: 51-100%	33%	35%
Effective Column n	1432%	1190%
Columns	A	B

Weight: Demographic, Geographic & Evaluative Weight

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

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 1

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column											
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Yes	18%	5%	22%	19%	20%	16%	19%	21%	16%		
	276	18	258	70	79	61	65	158	117		
	-		A					b			
No	80%	95%	76%	78%	79%	83%	80%	78%	82%		
	1193	325	868	287	305	326	275	593	600		
	-	B									
I don't know	2%	0%	2%	3%	1%	1%	2%	1%	2%		
	25	1	24	9	4	6	6	10	14		
	-		a								
Effective Column n											
	1104	99	1005	276	272	280	276	508	596		
Unweighted base											
Weighted base	1670	150	1520	417	412	424	417	769	901		
	1493	343	1150	366	388	393	345	761	732		
Columns	A	A	B	A	B	C	D	A	B		

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

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 2

Age													SEG										Working status			
Column %																										
Weighted counts																										
Column																										
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Yes	23%	23%	11%	5%	5%	6%	19%	18%	25%	13%	21%	15%	22%	11%												
	72	160	39	3	6	3	139	137	81	58	82	55	221	52												
	C d f	C d f			-		-	-	D f		d		B													
No	75%	76%	88%	94%	92%	91%	80%	80%	73%	85%	77%	83%	77%	88%												
	231	535	324	53	103	50	601	592	235	366	291	301	780	406												
			A B	a b	-	a b	-	-		C e		c		A												
I don't know	2%	2%	1%	1%	2%	4%	1%	2%	2%	1%	2%	2%	2%	1%												
	7	11	4	0	2	2	10	14	5	5	7	7	17	5												
					-		-	-																		
Effective Column n																										
	215	518	282	55	89	34	579	525	260	319	262	262	728	369												
Unweighted base	325	784	427	83	134	51	876	794	393	483	397	397	1101	558												
Weighted base	309	706	367	56	112	56	750	743	321	428	381	363	1018	463												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

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

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Yes	13%	18%	19%	17%	17%	14%	37%	18%	13%	19%	14%	12%	11%	20%	13%	**			
	16	24	30	25	28	18	AbcdeFhikL	71	23	16	251	12	9	3	226	48			
No	85%	81%	80%	80%	82%	84%	60%	81%	86%	79%	85%	85%	87%	78%	85%	**			
	103	108	124	122	137	107	117	103	110	1030	74	63	25	868	325				
	G	g	g	g	G	G		g	G	-	G	G	g	a					
I don't know	2%	1%	1%	3%	1%	1%	3%	1%	1%	2%	1%	3%	2%	2%	2%	**			
	2	2	1	4	2	2	6	2	1	21	1	2	1	17	8				
Effective Column n	65	82	91	89	93	77	118	73	72	761	103	134	106	775	328	1			
Unweighted base	99	124	138	135	140	116	179	111	109	1151	156	202	161	1173	496	1			
Weighted base	121	133	155	152	166	126	194	127	127	1303	87	74	29	1111	381	1			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QD3: Would you say you run an online business, e.g. selling products on eBay, Etsy, etc? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability																		
QJ6: Annual household income										QJ2: Internet usage								
Column %																		
Weighted counts																		
Column																		
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Yes	59%	14%	25%	17%	17%	22%	22%	22%	22%	9%	18%	**						
	85	191	42	34	62	77	39	21	259									
	B		f		f	f												
No	40%	84%	73%	81%	82%	77%	76%	89%	81%	81%	**							
	57	1136	123	160	290	275	138	208	1183									
		A						a d e	B									
I don't know	2%	2%	3%	2%	1%	1%	2%	2%	1%	**								
	2	22	4	5	3	5	4	4	21									
Effective Column n																		
	106	998	130	147	285	287	143	112	1082	19								
Unweighted base	160	1510	197	223	431	434	216	169	1637	28								
Weighted base	145	1349	169	198	354	357	181	233	1463	24								
Columns	A	B	A	B	C	D	E	F	A	B								

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

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Up to £1.00	21%	30%	19%	22%	23%	21%	18%	23%	20%	
	1279	338	941	341	344	326	267	670	609	
		B			d			b		
£1.01 to £2.00	10%	11%	10%	9%	13%	11%	8%	11%	10%	
	628	125	503	143	192	169	125	317	310	
					a d					
£2.01 to £4.00	14%	13%	14%	13%	14%	14%	14%	13%	14%	
	830	141	689	199	207	211	213	391	439	
£4.01 to £6.00	11%	10%	11%	11%	10%	12%	10%	9%	12%	
	642	113	529	162	157	177	145	280	362	
								a		
£6.01 to £10.00	13%	11%	13%	12%	13%	13%	14%	12%	14%	
	788	128	661	186	196	205	202	367	421	
£10.01 to £20.00	13%	8%	14%	12%	12%	12%	13%	12%	13%	
	758	86	671	191	183	190	193	357	400	
			A							
£20.01 to £30.00	6%	3%	6%	7%	5%	4%	7%	6%	6%	
	357	38	318	111	74	62	109	186	171	
			a	b c			b c			
£30.01 to £40.00	2%	1%	3%	2%	2%	2%	3%	3%	2%	
	149	17	132	35	27	38	49	75	74	
£40.01 to £50.00	1%	1%	2%	1%	1%	1%	2%	2%	1%	
	83	8	75	20	16	14	33	46	37	
Over £50	2%	2%	2%	3%	2%	2%	2%	2%	2%	
	131	26	104	40	28	31	32	73	58	
I don't know	6%	9%	6%	7%	5%	6%	6%	6%	6%	
	376	95	281	109	77	95	94	188	189	
		b								
I prefer not to say	1%	0%	1%	1%	0%	1%	1%	1%	1%	
	36	5	31	8	7	9	11	18	17	
Effective Column n										
	4324	801	3524	1107	1080	1090	1048	2076	2248	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

Average spend on postage in the last month (£) by Demographics Part 1

	Methodology			Quarter				Gender		
Average	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Column Comparisons										
QD4 (Avg): Spend on postage in the last month (£)	8.86	6.87	9.30	9.27	7.89	8.19	10.15	9.05	8.68	
			A	b			B C			
Effective Column n		717.76	3331.67	1023.96	1017.76	1015.63	970.75	1935.41	2093.28	
Standard Deviation	11.7	11.0	11.8	12.2	10.8	11.1	12.5	12.2	11.2	
Unweighted base	5512	977	4535	1401	1393	1390	1328	2648	2864	
Weighted base	5644	1021	4623	1428	1424	1423	1369	2761	2882	
Columns	A	B	A	B	C	D	A	B		

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column																										
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	AB C1	C2DE	AB	C1	C2	DE	Working	Not working												
Up to £1.00	26%	21%	21%	18%	19%	19%	20%	23%	15%	23%	19%	19%	26%	18%	24%											
	216	398	416	109	249	140	637	642	202	435	243	400	559	714												
£1.01 to £2.00	8%	8%	11%	13%	14%	15%	10%	11%	9%	10%	9%	12%	8%	12%												
	70	156	217	77	185	108	318	310	121	198	123	186	255	370												
£2.01 to £4.00	13%	11%	b	a b	-	a B	-	-	-	C e	-	C E	-	A												
	107	206	257	104	259	156	471	359	184	287	178	181	368	458												
£4.01 to £6.00	11%	10%	10%	11%	12%	14%	11%	10%	12%	10%	12%	9%	11%	a												
	95	188	195	63	163	100	344	297	153	192	155	143	333	309												
£6.01 to £10.00	12%	13%	14%	14%	13%	12%	14%	12%	14%	14%	12%	12%	15%	12%												
	104	247	268	85	169	85	445	344	177	268	153	191	441	347												
£10.01 to £20.00	11%	14%	12%	14%	11%	9%	13%	12%	13%	13%	12%	11%	b	14%												
	95	279	237	82	147	65	422	336	176	246	161	174	436	318												
£20.01 to £30.00	4%	8%	6%	4%	3%	3%	7%	5%	9%	5%	7%	3%	B	8%												
	31	161	122	23	42	19	213	143	121	92	90	53	245	109												
£30.01 to £40.00	2%	4%	2%	1%	1%	1%	3%	2%	4%	2%	3%	2%	B	3%												
	16	77	37	8	18	10	86	63	47	39	38	25	101	46												
£40.01 to £50.00	1%	2%	1%	1%	1%	1%	1%	1%	2%	1%	2%	1%	B	2%												
	9	39	26	4	9	5	46	37	29	18	27	10	62	21												
Over £50	2%	3%	2%	2%	2%	1%	2%	2%	3%	2%	3%	1%	B	3%												
	14	59	37	9	20	11	78	53	38	40	37	16	79	49												
I don't know	10%	6%	6%	5%	5%	5%	4%	8%	f	4%	5%	f	b	5%												
	84	116	109	31	67	36	143	233	55	88	85	148	153	79												
I prefer not to say	1%	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%												
	6	11	16	3	3	0	7	29	3	4	7	22	9	27												
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092												
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870												
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

Average spend on postage in the last month (£) by Demographics Part 2

	Age					SEG					Working status		
Average	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working
QD4 (Avg): Spend on postage in the last month (£)	7.67	10.99	8.56	7.58	6.95	6.45	9.31	8.32	10.97	8.18	10.02	6.84	10.52
Effective Column n	542.88	1349.01	1319.50	430.36	823.63	391.89	2260.43	1766.55	994.19	1270.17	801.73	965.41	2091.52
Standard Deviation	10.8	13.3	11.3	9.9	9.7	9.5	12.0	11.3	13.0	11.0	12.9	9.6	12.7
Unweighted base	743	1840	1806	589	1123	534	3094	2418	1358	1736	1097	1321	2862
Weighted base	758	1811	1813	564	1262	699	3060	2584	1245	1815	1204	1380	2879
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Up to £1.00	22%	24%	17%	21%	24%	24%	16%	19%	21%	21%	24%	21%	22%	22%	20%	**			
	121	133	90	113	134	135	109	110	111	1057	117	65	40	919	359				
£1.01 to £2.00	13%	9%	11%	12%	12%	9%	10%	9%	11%	11%	8%	9%	10%	10%	11%	**			
	72	49	60	64	67	52	71	53	57	545	38	27	18	440	188				
£2.01 to £4.00	13%	15%	13%	16%	11%	13%	13%	16%	15%	14%	12%	14%	13%	13%	14%	**			
	70	85	69	88	62	73	88	94	78	707	57	42	23	573	257				
£4.01 to £6.00	8%	10%	12%	11%	11%	9%	12%	14%	10%	11%	10%	10%	9%	11%	10%	**			
	46	57	62	59	61	49	80	80	55	548	48	30	15	457	183				
£6.01 to £10.00	12%	14%	15%	9%	11%	12%	13%	15%	17%	13%	13%	15%	11%	13%	13%	**			
	64	77	76	51	58	67	87	89	91	660	64	44	20	554	235				
£10.01 to £20.00	13%	9%	13%	13%	14%	12%	12%	13%	11%	12%	14%	11%	14%	12%	14%	**			
	71	50	70	68	78	70	84	80	60	630	70	33	25	509	248				
£20.01 to £30.00	7%	6%	7%	5%	5%	8%	7%	4%	3%	6%	6%	6%	7%	6%	6%	**			
	41	34	35	25	27	47	51	22	16	299	29	17	12	245	112				
£30.01 to £40.00	2%	2%	3%	3%	2%	3%	4%	1%	3%	2%	3%	2%	2%	3%	2%	**			
	10	9	14	19	10	14	26	9	14	125	14	6	4	107	42				
£40.01 to £50.00	1%	1%	1%	2%	1%	0%	2%	2%	2%	1%	3%	1%	1%	1%	1%	**			
	4	4	7	11	5	2	12	9	9	63	14	5	2	57	26				
Over £50	4%	2%	2%	2%	3%	2%	3%	1%	0%	2%	3%	3%	2%	2%	2%	**			
	21	12	9	9	15	11	18	8	0	102	16	8	4	99	32				
I don't know	5%	7%	6%	6%	6%	6%	7%	6%	7%	6%	3%	8%	8%	7%	5%	**			
	25	40	31	30	36	36	50	39	36	322	17	23	14	279	94				
I prefer not to say	1%	1%	0%	1%	0%	1%	1%	0%	1%	1%	0%	1%	2%	1%	1%	**			
	5	4	3	5	1	5	4	0	3	29	1	3	3	23	11				
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Average spend on postage in the last month (£) by Demographics Part 3

	UK nation													Rurality				
Average	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Column Comparisons																		
QD4 (Avg): Spend on postage in the last month (£)	9.40	7.95	9.10	8.71	8.43	8.74	10.35	8.03	7.30	8.71	10.22	9.01	9.16	8.85	8.89	**		
Effective Column n	258.55	277.11	267.66	271.98	284.52	267.56	348.79	299.12	261.71	2930.26	552.63	526.68	513.93	2736.24	1290.64	1.46		
Standard Deviation	12.8	11.2	11.2	11.8	11.7	11.3	12.8	10.3	9.2	11.5	13.3	12.2	12.0	11.8	11.4	3.2		
Unweighted base	353	379	366	372	389	365	477	409	358	3468	727	674	643	3744	1766	2		
Weighted base	519	510	492	506	518	519	625	555	492	4736	466	277	164	3959	1682	2		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QD4: In total, how much would you say you've spent on postage in the last month (£), including all letters, cards and parcels? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound									
Up to £1.00	14%	22%	28%	23%	21%	16%	15%	25%	21%	26%	
	56	1223	239	202	291	196	90	260	1228	51	
		a	C D E	D E	d e			D E			
£1.01 to £2.00	8%	11%	12%	12%	10%	9%	7%	11%	10%	14%	
	32	596	101	108	144	117	44	113	598	28	
£2.01 to £4.00	18%	13%	14%	16%	15%	14%	9%	13%	14%	11%	
	71	758	116	143	205	172	58	136	804	22	
	b		e		e						
£4.01 to £6.00	12%	11%	8%	11%	13%	11%	10%	9%	11%	7%	
	48	594	69	94	180	141	64	94	626	14	
£6.01 to £10.00	13%	13%	11%	12%	14%	15%	15%	11%	13%	13%	
	51	737	94	103	196	184	91	119	759	26	
£10.01 to £20.00	11%	13%	11%	10%	14%	16%	15%	9%	13%	7%	
	46	711	96	86	191	200	92	93	744	13	
				f		a b F	b f		b		
£20.01 to £30.00	7%	6%	3%	4%	5%	8%	11%	5%	6%	3%	
	27	330	22	37	72	102	67	57	351	6	
					a	A b c	A B C f	a			
£30.01 to £40.00	5%	2%	1%	3%	2%	4%	5%	1%	2%	1%	
	19	130	9	24	28	44	32	10	144	3	
	b			f		a f	A c F				
£40.01 to £50.00	5%	1%	1%	1%	1%	2%	3%	1%	1%	2%	
	22	61	8	10	13	27	16	10	79	4	
	B										
Over £50	2%	2%	2%	1%	1%	2%	6%	2%	2%	0%	
	10	121	17	12	19	23	35	26	128	0	
						a b C D f					
I don't know	5%	6%	8%	6%	5%	4%	4%	10%	6%	14%	
	19	357	71	49	69	52	27	108	347	27	
			c D e					b C D E		A	
I prefer not to say	1%	1%	0%	0%	0%	0%	0%	2%	1%	1%	
	4	32	4	3	3	6	0	20	33	1	
								b c d e			
Effective Column n											
	268	4056	590	583	1014	927	472	739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

Average spend on postage in the last month (£) by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Average	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Column Comparisons											
QJ4 (Avg): Spend on postage in the last month (£)	11.73	8.65	6.92	7.52	7.98	10.39	13.80	7.81	8.92	6.15	
Effective Column n	B	254.25	3772.81	529.76	553.98	965.88	A B C F 885.60	A B C D F 455.54	b 640.55	3906.47	112.52
Standard Deviation	14.2	11.5	10.6	10.7	10.2	12.0	15.1	11.6	11.7	9.2	
Unweighted base	348	5164	725	758	1321	1211	623	874	5346	154	
Weighted base	382	5262	772	820	1339	1205	589	919	5460	166	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

Q05: Which of the following companies have you used to send parcels in the last month? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Royal Mail	91% 2542	90% 800	91% 1743	89% 617	92% 662	91% 631	91% 632	90% 1207	92% 1336	
Citipost	1% 23	0% 3	1% 20	1% 6	1% 4	1% 8	1% 5	1% 17	0% 6	
Collect+	5% 147	2% 21	7% 125	5% 33	5% 38	6% 39	5% 37	5% 70	5% 77	
DHL	7% 209	6% 54	8% 156	9% 60	6% 45	7% 49	8% 55	11% 144	4% 65	
FedEx	5% 145	2% 22	6% 123	5% 32	6% 41	6% 39	5% 33	7% 95	3% 50	
Hermes	17% 468	12% 111	19% 357	18% 123	18% 128	14% 100	17% 116	17% 230	16% 238	
Interlink	1% 32	1% 8	1% 24	1% 5	1% 11	2% 11	1% 5	2% 22	1% 9	
DPD	7% 204	9% 82	6% 122	7% 50	7% 48	9% 63	6% 44	10% 137	5% 67	
Parcelforce	7% 200	5% 46	8% 154	7% 50	7% 49	9% 63	5% 38	10% 138	4% 62	
TNT Express	2% 65	3% 23	2% 42	2% 16	2% 16	2% 16	2% 17	4% 50	1% 15	
UPS	3% 88	3% 25	3% 64	5% 32	2% 14	4% 25	2% 17	5% 66	2% 22	
Yodel	4% 111	2% 20	5% 91	4% 29	4% 27	4% 27	4% 29	5% 66	3% 45	
UK Mail	2% 64	1% 13	3% 51	2% 11	2% 17	3% 22	2% 15	3% 42	1% 22	
Other	1% 29	1% 9	1% 20	1% 6	1% 7	1% 4	2% 11	1% 15	1% 13	
Amazon Logistics	3% 78	4% 32	2% 47	2% 17	3% 19	4% 30	2% 12	3% 46	2% 32	
I don't know	2% 45	2% 22	1% 22	3% 20	1% 7	2% 11	1% 7	2% 22	2% 22	
Effective Column n	1823	235	1587	450	464	449	459	836	987	
Unweighted base	2999	387	2612	741	764	738	756	1375	1624	
Weighted base	2799	888	1910	691	720	694	694	1342	1457	
Columns	A	A	B	A	B	C	D	A	B	

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

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 2

Age														Working status	
SEG															
Column %															
Weighted counts															
Column															
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Royal Mail	89%	93%	90%	94%	91%	88%	91%	90%	90%	92%	91%	89%	92%	89%	
	366	969	805	214	402	189	1402	1141	622	780	588	552	1558	971	
													b		
Citipost	2%	1%	0%	0%	0%	0%	1%	1%	2%	0%	1%	0%	1%	0%	
	6	15	1	0	0	0	13	10	11	2	7	3	22	1	
													b		
Collect+	7%	7%	3%	3%	4%	4%	6%	5%	7%	5%	5%	5%	6%	4%	
	28	72	30	8	17	9	85	61	46	40	30	31	100	43	
DHL	11%	10%	5%	2%	2%	3%	8%	7%	10%	6%	8%	6%	9%	5%	
	46	110	43	5	11	6	121	89	69	52	51	38	151	54	
	c d f	C d f											b		
FedEx	8%	8%	3%	1%	1%	0%	5%	5%	7%	3%	7%	3%	7%	3%	
	34	82	25	2	3	1	79	66	51	28	47	19	115	29	
	C d f	C d f						d f		d f			B		
Hermes	19%	19%	13%	13%	16%	19%	16%	18%	18%	14%	17%	19%	17%	15%	
	80	202	116	30	70	40	243	225	124	119	108	117	294	167	
	c														
Interlink	2%	2%	0%	1%	0%	0%	1%	1%	2%	1%	2%	1%	2%	0%	
	7	21	3	1	1	0	15	16	11	4	11	5	27	4	
													b		
DPD	10%	10%	6%	1%	2%	3%	7%	8%	7%	6%	10%	6%	9%	5%	
	43	102	49	2	9	7	101	103	48	52	64	39	147	55	
	c D f	C d f	d										b		
Parcelforce	8%	9%	5%	4%	5%	7%	7%	7%	9%	5%	8%	7%	8%	6%	
	34	94	49	9	23	14	110	90	65	44	49	41	131	67	
TNT Express	2%	4%	2%	1%	1%	0%	3%	2%	4%	2%	3%	1%	3%	1%	
	10	38	15	1	2	1	44	21	28	16	18	4	52	12	
								f		f			b		
UPS	3%	5%	2%	1%	1%	1%	3%	3%	4%	3%	3%	2%	4%	2%	
	13	54	17	3	5	2	51	37	26	25	22	15	69	18	
													b		
Yodel	5%	7%	2%	0%	1%	2%	4%	4%	5%	3%	5%	4%	5%	2%	
	20	70	17	1	5	4	57	55	32	25	33	22	85	24	
	c d	C d f											b		
UK Mail	5%	3%	1%	1%	1%	1%	3%	2%	3%	3%	2%	1%	3%	2%	
	21	29	9	3	5	2	40	24	18	22	16	8	47	17	
	c														
Other	1%	1%	1%	2%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	
	3	7	9	5	9	3	16	12	7	10	8	4	16	13	
Amazon Logistics	4%	3%	3%	1%	0%	0%	3%	3%	3%	2%	2%	4%	3%	3%	
	16	34	27	2	2	0	42	36	24	18	14	22	47	31	
I don't know	1%	1%	2%	2%	3%	5%	2%	1%	2%	2%	1%	2%	1%	3%	
	4	6	19	5	15	10	28	17	15	13	5	12	16	28	
						B								a	
Effective Column n															
	269	682	579	179	293	114	1031	791	481	550	387	405	1068	746	
Unweighted base	442	1122	953	294	482	188	1697	1302	792	905	636	666	1757	1228	
Weighted base	413	1048	894	228	444	215	1535	1264	691	843	645	619	1694	1092	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 3

Column % Weighted counts Column	UK nation															Rurality				
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Comparisons																				
Royal Mail	95% 223	90% 225		91% 239	87% 224	91% 253	85% 202	87% 273	94% 273	94% 213	91% 2126	91% 210	94% 142	94% 65	91% 1849	92% 692				
Citipost	0% 0	1% 3		0% 1	1% 2	3% 9	1% 2	1% 3	1% 2	0% 1	1% 22	0% 0	0% 0	0% 0	1% 21	0% 2				
Collect+	7% 15	2% 5		7% 18	6% 15	3% 10	5% 12	7% 22	4% 12	6% 14	5% 122	4% 10	4% 7	11% 8	6% 115	4% 31				
DHL	6% 14	5% 13		12% 32	7% 19	12% 32	3% 8	14% 44	6% 17	7% 15	8% 193	3% 6	5% 7	4% 2	9% 175	5% 35				
FedEx	3% 7	4% 9	k	6% 15	5% 13	8% 21	2% 5	13% 40	5% 15	4% 9	6% 136	2% 4	3% 4	1% 1	6% 125	3% 21				
Hermes	15% 35	20% 49		22% 57	18% 47	16% 45	24% 57	a b f k l 16% 52	12% 34	13% 29	17% 406	13% 30	16% 24	12% 8	17% 349	16% 118				
Interlink	0% 0	1% 3		1% 2	2% 5	2% 6	0% 1	3% 9	1% 2	1% 2	1% 30	0% 1	0% 0	0% 0	1% 28	0% 3				
DPD	10% 23	4% 11		7% 18	6% 14	11% 29	5% 13	11% 35	7% 22	8% 17	8% 182	5% 11	5% 8	5% 3	8% 155	7% 49				
Parcelforce	8% 19	6% 14		6% 15	7% 19	7% 19	6% 13	8% 24	7% 20	10% 23	7% 166	6% 15	8% 13	9% 6	8% 160	5% 40				
TNT Express	2% 4	1% 2		2% 4	2% 4	5% 13	1% 2	8% 26	1% 2	3% 6	3% 63	0% 1	0% 1	0% 0	3% 53	2% 12				
UPS	1% 2	1% 2		4% 11	3% 7	5% 14	1% 2	6% 19	5% 14	5% 12	4% 82	1% 3	2% 3	0% 0	4% 73	2% 16				
Yodel	2% 5	5% 11		3% 7	4% 10	9% 24	5% 12	5% 17	4% 11	2% 5	4% 102	1% 3	4% 6	2% 1	4% 88	3% 23				
UK Mail	4% 10	2% 5		1% 4	1% 2	3% 8	1% 3	5% 15	2% 6	2% 4	2% 57	2% 4	1% 2	1% 1	3% 58	1% 6				
Other	1% 3	2% 6		2% 4	1% 1	0% 1	1% 2	2% 5	1% 3	0% 0	1% 26	1% 1	0% 0	1% 1	1% 20	1% 9				
Amazon Logistics	1% 2	2% 6		1% 4	2% 6	6% 17	3% 7	5% 15	1% 4	5% 12	3% 72	0% 1	3% 5	0% 0	3% 65	2% 13				
I don't know	1% 2	1% 2		2% 5	0% 1	0% 1	4% 10	2% 8	2% 5	0% 0	1% 34	4% 8	1% 1	2% 1	2% 31	2% 13				
Effective Column n																				
Unweighted base	182	207		208	209	215	197	262	218	182	1880	385	384	350	2004	993				
Weighted base	234	250		261	257	279	237	314	289	227	2348	231	150	69	2042	754				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD5: Which of the following companies have you used to send parcels in the last month? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year
Royal Mail	80%	92%	92%	90%	90%	93%	91%	88%	91%	91%	78%
	159	2384	271	322	564	579	295	510	2477	54	
		A							b		
Citipost	6%	0%	1%	0%	0%	1%	2%	0%	1%	1%	
	11	11	4	2	3	9	5	0	22	1	
	B										
Collect+	10%	5%	7%	4%	6%	6%	6%	4%	5%	4%	
	20	127	20	15	34	36	21	21	144	3	
	b										
DHL	18%	7%	8%	6%	6%	9%	12%	6%	7%	14%	
	35	174	25	23	34	54	39	34	198	9	
	B										
FedEx	17%	4%	5%	3%	5%	7%	9%	2%	5%	12%	
	34	111	16	12	31	43	30	13	137	8	
	B						f		a		
Hermes	22%	16%	16%	18%	20%	19%	12%	12%	17%	19%	
	44	424	48	66	123	122	41	68	453	13	
Interlink	5%	1%	1%	1%	1%	1%	3%	1%	1%	3%	
	9	23	3	3	5	8	9	4	30	2	
	B										
DPD	14%	7%	4%	8%	6%	8%	9%	8%	7%	11%	
	28	176	13	28	38	48	31	47	196	7	
	b										
Parcelforce	10%	7%	8%	8%	7%	9%	8%	4%	7%	6%	
	21	179	25	28	40	58	27	22	196	4	
TNT Express	8%	2%	1%	0%	1%	3%	7%	2%	2%	4%	
	16	49	4	2	8	19	23	10	62	3	
	B						a B C d f				
UPS	5%	3%	4%	1%	3%	3%	7%	2%	3%	2%	
	10	78	12	5	17	22	23	10	87	2	
							b c f				
Yodel	6%	4%	5%	2%	4%	5%	4%	3%	4%	8%	
	13	99	16	7	26	33	12	17	106	5	
UK Mail	7%	2%	3%	1%	3%	2%	3%	2%	2%	3%	
	15	49	8	3	19	14	9	11	62	2	
	B										
Other	0%	1%	0%	2%	1%	1%	1%	1%	1%	0%	
	0	29	1	6	7	4	2	7	29	0	
Amazon Logistics	4%	3%	3%	1%	2%	2%	4%	5%	3%	1%	
	7	71	8	3	10	14	12	31	77	1	
I don't know	1%	2%	2%	1%	1%	1%	2%	3%	1%	8%	
	2	43	7	3	6	6	6	16	39	6	
										A	
Effective Column n											
	132	1691	211	233	443	464	237	235	1787	31	
Unweighted base	217	2782	347	384	729	763	390	386	2940	51	
Weighted base	199	2599	300	360	608	637	335	559	2717	69	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QD6: And how did you send these parcels? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
At a Post Office, using Royal Mail or Parcelforce over the counter services	81%	80%	82%	81%	83%	83%	79%	80%	83%
	2279	711	1568	557	597	575	550	1072	1207
	-								
Royal Mail postbox (using stamps)	25%	18%	28%	25%	26%	22%	28%	28%	23%
	705	161	544	174	187	150	194	375	330
	-		A					b	
Online collection and delivery services, i.e. organised pick-up from home	10%	8%	10%	8%	10%	10%	10%	12%	8%
	269	72	197	57	72	68	72	155	114
	-							b	
Non-Post Office counter services	13%	8%	15%	13%	14%	12%	11%	15%	11%
	350	71	279	90	100	81	79	196	154
	-		A					b	
Other method	1%	1%	1%	1%	2%	1%	1%	1%	1%
	34	10	23	7	15	5	7	14	19
	-								
I don't know	1%	1%	1%	1%	1%	2%	1%	2%	1%
	34	11	24	7	6	12	9	21	13
	-								
Effective Column n									
	1823	235	1587	450	464	449	459	836	987
Unweighted base	2999	387	2612	741	764	738	756	1375	1624
Weighted base	2799	888	1910	691	720	694	694	1342	1457
Columns	A	A	B	A	B	C	D	A	B

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

QD6: And how did you send these parcels? by Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
At a Post Office, using Royal Mail or Parcelforce over the counter services	75%	80%	84%	85%	85%	85%	83%	80%	81%	84%	82%	78%	82%	81%		
	309	843	748	195	378	183	1268	1011	556	711	527	485	1386	887		
			a	a	-	a	-	-								
Royal Mail postbox (using stamps)	33%	32%	19%	13%	14%	15%	25%	25%	29%	23%	26%	23%	29%	20%		
	137	336	170	31	62	32	391	313	201	190	169	144	485	214		
	C D F	C D F			-		-	-					B			
Online collection and delivery services, i.e. organised pick-up from home	9%	11%	8%	5%	9%	13%	9%	10%	12%	7%	10%	11%	10%	10%		
	37	119	74	11	40	28	137	132	80	57	62	71	161	106		
				-	-	-	-	d				d				
Non-Post Office counter services	13%	14%	11%	13%	11%	9%	13%	12%	14%	12%	12%	12%	14%	10%		
	56	146	98	30	51	20	199	151	99	100	78	73	235	111		
				-	-	-	-						b			
Other method	1%	1%	2%	1%	1%	2%	2%	1%	2%	1%	0%	1%	1%	2%		
	4	6	17	2	6	4	25	9	15	10	1	8	15	18		
					-	-	-									
I don't know	1%	1%	1%	3%	3%	2%	1%	1%	1%	1%	0%	2%	1%	2%		
	5	7	11	7	11	5	20	14	9	11	2	13	15	19		
				-	-	-	-									
Effective Column n																
	269	682	579	179	293	114	1031	791	481	550	387	405	1068	746		
Unweighted base	442	1122	953	294	482	188	1697	1302	792	905	636	666	1757	1228		
Weighted base	413	1048	894	228	444	215	1535	1264	691	843	645	619	1694	1092		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

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

QD6: And how did you send these parcels? by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
At a Post Office, using Royal Mail or Parcelforce over the counter services	88%	81%	84%	82%	82%	79%	69%	85%	83%	81%	84%	82%	84%	81%	82%	**					
	205	202	219	210	230	186	218	246	187	1904	195	123	58	1662	616						
	g		g					g		-	g										
Royal Mail postbox (using stamps)	19%	26%	22%	19%	22%	24%	48%	21%	24%	26%	21%	27%	23%	26%	23%	**					
	44	64	56	49	63	57	150	62	55	600	49	41	16	531	174						
							A B C D E F H I K L m			-											
Online collection and delivery services, i.e. organised pick-up from home	8%	10%	11%	8%	10%	11%	11%	9%	9%	10%	6%	12%	8%	10%	9%	**					
	19	24	30	22	28	26	36	27	21	231	15	18	5	199	71						
										-											
Non-Post Office counter services	10%	12%	13%	15%	14%	14%	15%	11%	10%	13%	11%	10%	13%	13%	12%	**					
	24	30	35	39	38	32	47	33	23	301	25	15	9	258	93						
										-											
Other method	1%	1%	0%	1%	1%	1%	1%	2%	4%	1%	2%	0%	1%	1%	2%	**					
	3	3	1	3	2	1	2	5	8	27	6	1	0	21	13						
										-											
I don't know	0%	1%	2%	1%	0%	4%	1%	1%	0%	1%	2%	2%	1%	1%	1%	**					
	1	3	6	2	1	9	4	2	0	28	4	2	0	25	8						
										-											
Effective Column n																					
	111	126	126	127	131	120	159	132	111	1143	234	233	213	1218	604	1					
Unweighted base	182	207	208	209	215	197	262	218	182	1880	385	384	350	2004	993	2					
Weighted base	234	250	261	257	279	237	314	289	227	2348	231	150	69	2042	754	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QD6: And how did you send these parcels? by Demographics Part 4												
	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage				
Column %												
Weighted counts												
Column Comparisons												
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
At a Post Office, using Royal Mail or Parcelforce over the counter services	62%	83%	78%	80%	83%	505	528	278	79%	82%	63%	
	124	2155	236	289	505	528	278	443	2227	43		
	A									b		
Royal Mail postbox (using stamps)	46%	24%	28%	19%	24%	28%	26%	26%	25%	33%		
	91	613	83	68	146	179	86	143	677	23		
	B											
Online collection and delivery services, i.e. organised pick-up from home	16%	9%	12%	10%	8%	9%	15%	7%	10%	10%		
	32	238	37	34	51	60	50	37	262	7		
	b											
Non-Post Office counter services	17%	12%	11%	13%	12%	15%	14%	9%	13%	13%		
	34	316	34	48	74	96	46	51	340	9		
Other method	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%		
	1	32	3	4	6	7	6	8	31	2		
I don't know	0%	1%	3%	1%	1%	1%	1%	1%	1%	2%		
	0	34	8	4	5	7	5	6	33	2		
Effective Column n												
	132	1691	211	233	443	464	237	235	1787	31		
Unweighted base	217	2782	347	384	729	763	390	386	2940	51		
Weighted base	199	2599	300	360	608	637	335	559	2717	69		
Columns	A	B	A	B	C	D	E	F	A	B		

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

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 1

Column %	Methodology			Quarter				Gender		
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lower cost of postage	37%	35%	38%	46%	39%	29%	35%	35%	40%	
	223	53	170	65	65	41	51	115	108	
	-									
More convenient for me to drop the parcel off	24%	16%	27%	19%	31%	23%	23%	24%	25%	
	145	24	121	28	51	32	34	77	68	
	-		a							
More convenient for me to have the parcel collected	31%	34%	29%	23%	30%	36%	33%	32%	29%	
	182	51	131	33	50	51	48	105	77	
	-									
Better ability to track the delivery	21%	3%	28%	21%	20%	25%	20%	23%	19%	
	128	5	123	30	33	35	30	76	52	
	-		A							
Quicker delivery	17%	8%	20%	14%	18%	21%	17%	20%	14%	
	104	13	91	20	30	30	24	65	39	
	-		a							
More convenient for the recipient to take the delivery	15%	7%	18%	19%	12%	14%	14%	18%	11%	
	89	10	79	28	21	20	21	59	29	
	-		a				b			
Parcel less likely to get lost	15%	4%	18%	17%	16%	11%	14%	18%	10%	
	87	6	81	24	27	16	21	59	28	
	-		A				b			
Ability to set a specific date/time for delivery	12%	6%	14%	10%	11%	13%	13%	15%	8%	
	71	10	61	15	19	18	19	50	21	
	-		a							
Guarantee that the parcel would arrive on time	15%	7%	18%	19%	11%	15%	15%	20%	10%	
	90	11	79	28	18	22	22	64	26	
	-		a				b			
Guarantee that the parcel would arrive intact	11%	8%	12%	11%	10%	11%	12%	13%	8%	
	66	11	54	16	17	15	17	44	22	
	-									
Recommended by others	9%	0%	11%	8%	8%	11%	7%	10%	7%	
	51	0	51	12	13	16	11	32	19	
	-		A							
Ability to select an express service	9%	5%	10%	10%	8%	8%	8%	12%	4%	
	51	7	44	14	14	12	12	39	12	
	-						b			
Lower cost of insurance	10%	3%	12%	15%	9%	8%	7%	14%	5%	
	58	5	53	21	15	11	11	44	14	
	-		a				b			
Other	9%	14%	7%	8%	12%	8%	6%	9%	9%	
	54	21	33	12	20	12	9	30	23	
	-									
Effective Column n	420	39	380	99	112	104	105	209	210	
	-									
Unweighted base	665	62	603	157	177	165	166	332	333	
Weighted base	597	151	446	143	168	139	147	327	270	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels in the previous month using a provider other than Royal Mail, Parcelforce or Post Office counter services
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 2

	Age						SEG						Working status			
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Lower cost of postage	26% 24	42% 98	36% 63	44% 19	40% 36	**		35% 114	41% 108	35% 59	34% 55	44% 57	38% 52	37% 137	38% 84	
More convenient for me to drop the parcel off	20% 19	22% 51	31% 56	28% 12	22% 20	**		22% 72	28% 73	21% 36	22% 36	32% 41	23% 32	23% 86	26% 58	
More convenient for me to have the parcel collected	35% 33	27% 64	32% 57	18% 7	32% 28	**		30% 100	31% 82	31% 53	29% 47	28% 37	33% 45	29% 108	32% 70	
Better ability to track the delivery	28% 27	23% 55	20% 35	7% 3	12% 11	**		20% 68	23% 60	22% 38	19% 30	18% 23	27% 38	23% 84	18% 40	
Quicker delivery	20% 19	21% 50	16% 29	10% 4	7% 6	**		14% 46	22% 58	16% 28	11% 18	23% 30	20% 27	20% 74	12% 27	
More convenient for the recipient to take the delivery	17% 16	17% 40	13% 24	11% 5	10% 9	**		14% 45	16% 43	17% 28	11% 17	13% 17	19% 26	16% 58	13% 29	
Parcel less likely to get lost	16% 15	21% 49	8% 15	7% 3	8% 7	**		12% 39	18% 48	12% 20	12% 19	18% 23	18% 24	17% 63	9% 21	
Ability to set a specific date/time for delivery	16% 15	16% 38	8% 15	4% 2	3% 3	**		11% 36	13% 34	15% 26	6% 10	12% 16	14% 19	14% 53	7% 16	
Guarantee that the parcel would arrive on time	11% 11	17% 40	15% 27	10% 4	14% 12	**		15% 49	15% 41	16% 27	14% 22	16% 21	15% 20	17% 61	12% 27	
Guarantee that the parcel would arrive intact	13% 12	12% 28	12% 21	3% 1	5% 5	**		10% 32	13% 34	12% 20	7% 12	10% 13	15% 21	13% 47	8% 18	
Recommended by others	14% 13	12% 28	4% 7	4% 2	3% 3	**		6% 20	12% 31	8% 13	4% 7	12% 16	11% 15	11% 41	4% 9	
Ability to select an express service	12% 11	12% 27	6% 11	4% 2	2% 2	**		8% 28	9% 24	10% 17	7% 11	7% 10	10% 14	9% 32	8% 18	
Lower cost of insurance	9% 8	12% 29	11% 19	3% 1	2% 2	**		9% 31	11% 28	10% 18	8% 13	16% 20	6% 8	12% 45	6% 13	
Other	8% 8	5% 11	13% 23	13% 5	13% 12	**		12% 41	5% 13	12% 21	12% 20	2% 3	7% 10	8% 29	11% 25	
Effective Column n		61	165	128	38	66	28	240	179	127	114	85	94	256	160	
Unweighted base		97	261	203	60	104	44	381	284	201	180	135	149	406	254	
Weighted base		95	235	177	42	90	48	331	266	170	161	129	137	369	221	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

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

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lower cost of postage	**	**	**	**	25%	**	35%	**	**	36%	39%	55%	26%	35%	43%	**	
					16		26			185	16	18	4	153	70		
										-							
More convenient for me to drop the parcel off	**	**	**	**	25%	**	30%	**	**	24%	30%	23%	27%	25%	24%	**	
					16		22			122	13	7	4	106	39		
										-							
More convenient for me to have the parcel collected	**	**	**	**	50%	**	28%	**	**	31%	24%	27%	40%	30%	31%	**	
					32		20			158	10	9	6	132	50		
										-							
Better ability to track the delivery	**	**	**	**	27%	**	32%	**	**	22%	15%	23%	23%	23%	17%	**	
					17		23			111	7	7	3	100	28		
										-							
Quicker delivery	**	**	**	**	16%	**	26%	**	**	18%	16%	16%	6%	20%	11%	**	
					10		19			91	7	5	1	85	18		
										-				b			
More convenient for the recipient to take the delivery	**	**	**	**	18%	**	26%	**	**	16%	13%	7%	11%	17%	10%	**	
					11		19			80	6	2	2	72	17		
										-							
Parcel less likely to get lost	**	**	**	**	19%	**	24%	**	**	16%	9%	4%	14%	16%	11%	**	
					12		17			80	4	1	2	69	18		
										-							
Ability to set a specific date/time for delivery	**	**	**	**	16%	**	25%	**	**	12%	7%	13%	8%	14%	5%	**	
					10		18			63	3	4	1	62	9		
										-				b			
Guarantee that the parcel would arrive on time	**	**	**	**	20%	**	21%	**	**	16%	9%	10%	12%	17%	9%	**	
					12		15			81	4	3	2	75	15		
										-				b			
Guarantee that the parcel would arrive intact	**	**	**	**	12%	**	16%	**	**	12%	9%	7%	5%	13%	7%	**	
					8		12			59	4	2	1	55	11		
										-							
Recommended by others	**	**	**	**	21%	**	16%	**	**	9%	3%	4%	2%	9%	6%	**	
					13		12			48	1	1	0	41	10		
										-							
Ability to select an express service	**	**	**	**	9%	**	20%	**	**	9%	4%	4%	5%	10%	4%	**	
					6		15			48	2	1	1	44	7		
										-							
Lower cost of insurance	**	**	**	**	15%	**	16%	**	**	11%	6%	7%	2%	11%	8%	**	
					9		12			53	2	2	0	46	13		
										-							
Other	**	**	**	**	0%	**	7%	**	**	9%	14%	5%	5%	8%	11%	**	
					0		5			46	6	2	1	35	18		
										-							
Effective Column n																	
	24	30	27	29	33	30	42	30	24	270	49	56	45	287	132	0	
Unweighted base	38	48	43	46	52	48	67	48	38	428	77	88	72	455	210	0	
Weighted base	40	54	55	59	63	55	73	62	48	508	43	32	14	433	164	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QD7: And why did you (sometimes) choose not to use a postbox or Royal Mail / Parcelforce over the counter services at a Post Office to send your parcel/s? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %													
Weighted counts													
Column Comparisons													
		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Lower cost of postage		32%	38%	42%	41%	38%	41%	38%	24%	38%	**		
		19	204	28	34	48	54	38	22	217			
More convenient for me to drop the parcel off		18%	25%	23%	16%	32%	24%	23%	25%	25%	**		
		11	135	15	14	40	34	21	23	142			
More convenient for me to have the parcel collected		49%	28%	35%	25%	22%	31%	35%	39%	30%	**		
	b	29	153	23	21	28	44	32	35	172			
Better ability to track the delivery		28%	21%	28%	20%	24%	25%	21%	9%	22%	**		
		17	111	18	17	30	36	19	9	125			
Quicker delivery		20%	17%	24%	12%	19%	19%	17%	14%	18%	**		
		11	92	16	10	23	27	15	13	101			
More convenient for the recipient to take the delivery		25%	14%	25%	19%	10%	17%	12%	10%	15%	**		
		14	74	16	16	12	24	11	9	86			
Parcel less likely to get lost		28%	13%	23%	10%	17%	16%	13%	9%	14%	**		
	b	16	70	15	8	21	22	12	8	82			
Ability to set a specific date/time for delivery		13%	12%	15%	6%	9%	15%	18%	7%	12%	**		
		7	63	10	5	11	22	17	6	69			
Guarantee that the parcel would arrive on time		21%	14%	21%	8%	14%	17%	14%	17%	15%	**		
		12	78	14	6	18	24	13	15	85			
Guarantee that the parcel would arrive intact		15%	11%	18%	8%	11%	11%	8%	10%	11%	**		
		8	57	12	7	14	16	8	9	64			
Recommended by others		14%	8%	10%	7%	10%	7%	13%	4%	8%	**		
		8	43	7	6	12	10	12	4	47			
Ability to select an express service		12%	8%	12%	9%	4%	7%	16%	6%	9%	**		
		7	44	8	7	5	10	15	6	50			
Lower cost of insurance		20%	9%	8%	5%	10%	11%	14%	9%	10%	**		
	b	12	47	5	4	12	16	13	8	55			
Other		2%	10%	6%	16%	6%	4%	14%	12%	9%	**		
		1	53	4	13	7	6	12	11	54			
Effective Column n		42	377	50	58	95	111	64	40	408		10	
Unweighted base		67	598	80	92	151	176	102	64	646		16	
Weighted base		59	538	65	83	124	143	92	90	576		17	
Columns	A	B	A	B	C	D	E	F	A	B			

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

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
I paid for the postage	89%	88%	90%	91%	88%	90%	89%	89%	89%
	2497	779	1718	626	634	623	614	1193	1304
	-								
I used a pre-paid returns label	19%	19%	19%	18%	22%	18%	18%	17%	21%
	534	170	364	125	156	126	126	230	304
	-								a
I don't know	2%	2%	1%	1%	1%	2%	2%	2%	1%
	42	15	27	8	9	12	14	28	15
	-								
Effective Column n	1823	235	1587	450	464	449	459	836	987
Unweighted base	2999	387	2612	741	764	738	756	1375	1624
Weighted base	2799	888	1910	691	720	694	694	1342	1457
Columns	A	A	B	A	B	C	D	A	B

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

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 2

Age													SEG			Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working				
I paid for the postage	85%	91%	88%	89%	89%	90%	90%	89%	89%	90%	92%	86%	90%	87%				
	353	956	791	202	397	194	1374	1123	618	756	591	532	1532	954				
I used a pre-paid returns label	23%	18%	20%	14%	17%	21%	19%	19%	20%	19%	16%	21%	19%	19%				
	97	186	174	32	76	45	297	236	136	162	105	132	320	210				
I don't know	2%	1%	2%	3%	3%	2%	1%	2%	1%	2%	1%	3%	1%	2%				
	6	11	14	7	12	5	21	21	7	14	5	16	20	22				
Effective Column n	269	682	579	179	293	114	1031	791	481	550	387	405	1068	746				
Unweighted base	442	1122	953	294	482	188	1697	1302	792	905	636	666	1757	1228				
Weighted base	413	1048	894	228	444	215	1535	1264	691	843	645	619	1694	1092				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

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

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
I paid for the postage	95%	88%		89%	90%	90%	84%	90%	91%	85%	89%	90%	89%	87%	88%	91% **	
	222	220		231	231	253	199	283	263	192	2094	209	134	60	1806	689	
										-							
I used a pre-paid returns label	12%	19%		19%	15%	22%	25%	17%	18%	23%	19%	18%	23%	22%	20%	17% **	
	28	49		50	38	61	58	52	53	53	442	43	34	15	407	127	
										-							
I don't know	0%	2%		4%	1%	1%	4%	1%	1%	0%	2%	2%	1%	1%	1%	2% **	
	1	6		11	3	2	9	4	2	0	37	4	1	0	26	15	
										-							
Effective Column n																	
	111	126		126	127	131	120	159	132	111	1143	234	233	213	1218	604	1
Unweighted base	182	207		208	209	215	197	262	218	182	1880	385	384	350	2004	993	2
Weighted base	234	250		261	257	279	237	314	289	227	2348	231	150	69	2042	754	2
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QD8: Thinking of the parcels that you've sent in the last month, how was the postage paid for? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
I paid for the postage	88%	89%	88%	87%	90%	91%	91%		86%	89%	85%
	176	2320	265	314	549	581	303		483	2425	58
I used a pre-paid returns label	20%	19%	20%	20%	17%	19%	18%		21%	19%	15%
	41	493	61	72	103	121	60		117	523	10
I don't know	1%	2%	2%	1%	1%	1%	3%		2%	1%	3%
	3	40	6	3	7	6	8		11	40	2
Effective Column n	132	1691	211	233	443	464	237		235	1787	31
Unweighted base	217	2782	347	384	729	763	390		386	2940	51
Weighted base	199	2599	300	360	608	637	335		559	2717	69
Columns	A	B	A	B	C	D	E	F	A	B	

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

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 1

Column %	Methodology			Quarter				Gender		
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Royal Mail Small Parcel 1st class: Signed For	32%	33%	32%	32%	30%	32%	33%	34%	38%	27%
	909	294	615	208	233	230	238	516	393	
Royal Mail Small Parcel 1st class: Not Signed For	31%	32%	31%	33%	30%	32%	30%	29%	34%	
	877	286	591	227	217	224	209	385	492	
Royal Mail Small Parcel 2nd class: Signed For	16%	11%	18%	14%	19%	15%	14%	17%	15%	
	443	97	346	100	136	107	100	222	220	
Royal Mail Small Parcel 2nd class: Not Signed For	32%	20%	37%	32%	32%	31%	32%	29%	35%	
	889	173	716	225	231	213	221	383	506	
Royal Mail Medium Parcel 1st class: Signed For	16%	13%	18%	16%	17%	16%	17%	19%	14%	
	455	114	341	108	121	109	117	257	198	
Royal Mail Medium Parcel 1st class: Not Signed For	16%	14%	17%	17%	16%	17%	15%	17%	15%	
	455	123	332	115	116	118	105	232	223	
Royal Mail Medium Parcel 2nd class: Signed For	9%	5%	11%	10%	12%	8%	8%	11%	8%	
	261	48	212	70	85	53	54	146	114	
Royal Mail Medium Parcel 2nd class: Not Signed For	17%	9%	21%	19%	18%	14%	16%	16%	18%	
	476	80	396	134	128	101	113	217	259	
Royal Mail Special Delivery: Guaranteed next day by 9am	9%	6%	10%	10%	8%	7%	9%	9%	8%	
	239	50	189	71	60	47	61	120	119	
Royal Mail Special Delivery: Guaranteed next day by 1pm	11%	10%	11%	11%	12%	11%	10%	13%	9%	
	301	89	212	75	84	75	67	173	128	
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	29	9	20	4	11	10	4	17	12	
I don't remember the name of the Royal Mail product(s)	3%	3%	3%	4%	3%	3%	3%	4%	3%	
	90	26	64	31	20	18	22	50	41	
None of the above	7%	11%	6%	8%	7%	7%	9%	8%	7%	
	210	96	113	55	48	48	59	104	106	
NET: Small Parcel	81%	77%	83%	79%	81%	82%	82%	80%	82%	
	2261	684	1577	544	582	568	568	1070	1191	
NET: Medium Parcel	41%	31%	46%	45%	42%	39%	40%	43%	40%	
	1161	278	883	310	302	274	274	577	584	
NET: 1st class	65%	68%	64%	65%	63%	67%	66%	69%	62%	
	1826	603	1223	450	451	468	457	922	904	
NET: 2nd class	49%	32%	58%	50%	53%	46%	48%	47%	52%	
	1380	281	1099	347	379	319	335	625	755	
NET: Signed For	45%	43%	45%	41%	47%	45%	46%	50%	40%	
	1255	386	869	285	336	313	321	677	578	
NET: Not Signed For	60%	52%	64%	62%	58%	61%	59%	55%	65%	
	1678	464	1213	429	418	422	408	732	946	
NET: Special Delivery	18%	14%	20%	20%	19%	17%	17%	20%	16%	
	504	127	377	135	134	117	118	275	229	
Effective Column n										
	1823	235	1587	450	464	449	459	836	987	
Unweighted base	2999	387	2612	741	764	738	756	1375	1624	
Weighted base	2799	888	1910	691	720	694	694	1342	1457	
Columns	A	A	B	A	B	C	D	A	B	

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

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 2

	Age											SEG		Working status	
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Royal Mail Small Parcel 1st class: Signed For	38%	41%	28%	19%	17%	14%	32%	33%	34%	30%	36%	30%	38%	24%	
	156	431	248	44	74	30	493	416	237	255	233	183	640	264	
	c D F		C D F	f	-	-	-	-	-	-	-	-	B		
Royal Mail Small Parcel 1st class: Not Signed For	30%	29%	33%	37%	35%	32%	31%	31%	32%	31%	31%	31%	31%	31%	
	122	305	295	85	154	70	483	394	218	265	203	191	533	341	
Royal Mail Small Parcel 2nd class: Signed For	21%	21%	11%	7%	8%	9%	15%	17%	15%	15%	18%	16%	19%	11%	
	88	224	97	16	34	18	231	211	105	126	113	98	315	125	
	C D f		C D F	-	-	-	-	-	-	-	-	-	B		
Royal Mail Small Parcel 2nd class: Not Signed For	34%	30%	31%	32%	36%	40%	33%	31%	33%	33%	30%	31%	31%	32%	
	139	312	279	73	159	86	499	390	225	274	195	194	531	349	
Royal Mail Medium Parcel 1st class: Signed For	21%	20%	15%	8%	6%	5%	15%	18%	17%	13%	19%	16%	19%	12%	
	86	209	132	18	28	10	232	223	120	112	122	101	324	126	
	c D F		C D F	d f	-	-	-	-	-	-	-	-	B		
Royal Mail Medium Parcel 1st class: Not Signed For	17%	15%	16%	20%	19%	17%	15%	17%	16%	15%	17%	17%	17%	15%	
	69	156	146	46	83	37	237	218	108	129	111	107	288	163	
Royal Mail Medium Parcel 2nd class: Signed For	13%	13%	7%	4%	3%	2%	9%	9%	10%	9%	9%	10%	11%	6%	
	54	133	60	9	13	4	143	118	69	73	59	59	189	68	
	c d F		C d F	f	-	-	-	-	-	-	-	-	B		
Royal Mail Medium Parcel 2nd class: Not Signed For	17%	17%	15%	14%	20%	26%	17%	17%	16%	18%	18%	16%	17%	16%	
	70	180	138	33	88	55	262	213	114	149	114	99	291	179	
Royal Mail Special Delivery: Guaranteed next day by 9am	12%	12%	5%	3%	2%	2%	9%	9%	11%	7%	9%	9%	10%	6%	
	50	129	49	6	11	4	132	108	75	57	55	53	176	62	
	c D F		C D F	-	-	-	-	-	-	-	-	-	B		
Royal Mail Special Delivery: Guaranteed next day by 1pm	13%	13%	10%	7%	5%	3%	10%	11%	10%	10%	11%	12%	13%	7%	
	54	137	87	16	23	7	158	143	72	86	70	74	227	73	
	f		f	-	-	-	-	-	-	-	-	-	B		
Other	0%	1%	1%	3%	3%	3%	1%	1%	2%	1%	1%	1%	1%	1%	
	1	9	7	6	12	6	22	7	17	5	4	3	14	15	
I don't remember the name of the Royal Mail product(s)	5%	3%	3%	3%	3%	4%	3%	4%	2%	3%	4%	4%	3%	4%	
	20	30	25	7	15	8	46	44	17	28	23	22	43	47	
												a			
None of the above	7%	7%	9%	7%	7%	8%	7%	9%	7%	6%	6%	11%	6%	9%	
	28	69	81	15	32	17	101	108	48	53	40	68	104	104	
												d e		a	
NET: Small Parcel	82%	84%	79%	76%	76%	76%	81%	80%	81%	81%	83%	78%	84%	76%	
	338	884	703	173	336	163	1247	1014	559	687	533	482	1425	826	
	c d f		-	-	-	-	-	-	-	-	-	-	B		
NET: Medium Parcel	41%	44%	40%	39%	40%	42%	41%	42%	42%	40%	43%	41%	44%	38%	
	168	457	358	88	178	90	630	531	288	342	276	254	739	412	
												b			
NET: 1st class	69%	69%	64%	62%	56%	49%	65%	66%	66%	64%	70%	61%	69%	59%	
	284	721	574	141	246	105	995	831	459	536	451	380	1169	649	
	F		F	f	-	-	-	-	-	-	-	-	B		
NET: 2nd class	56%	52%	44%	40%	49%	58%	50%	49%	49%	50%	49%	48%	51%	47%	
	229	542	393	91	217	125	763	617	338	425	319	298	861	509	
	c d		C d	-	-	c d	-	-	-	-	-	-	B		
NET: Signed For	54%	54%	40%	28%	26%	24%	45%	45%	45%	45%	48%	41%	51%	35%	
	222	562	354	64	116	51	688	567	310	377	312	255	865	384	
	C D F		C D F	d f	-	-	-	-	-	-	-	-	B		
NET: Not Signed For	57%	54%	62%	71%	72%	73%	62%	58%	61%	62%	58%	57%	58%	62%	
	234	570	555	162	320	158	947	730	421	526	377	353	989	680	
												b		a B c	
NET: Special Delivery	24%	24%	14%	10%	7%	4%	17%	19%	20%	15%	18%	19%	22%	12%	
	98	247	127	23	32	10	266	237	138	128	118	119	372	128	
	c D F		C D F	f	-	-	-	-	-	-	-	-	B		
Effective Column n	269	682	579	179	293	114	1031	791	481	550	387	405	1068	746	
Unweighted base	442	1122	953	294	482	188	1697	1302	792	905	636	666	1757	1228	
Weighted base	413	1048	894	228	444	215	1535	1264	691	843	645	619	1694	1092	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

QD9: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Royal Mail Small Parcel 1st class: Signed For	33%	30%		40%	28%	35%	32%	52%	25%	23%	34%	22%	31%	33%	34%	27%			
	77	74		104	72	98	77	164	74	52	790	50	46	23	704	205			
			h i k					a b D e f H I K L							b				
Royal Mail Small Parcel 1st class: Not Signed For	40%	35%		31%	33%	25%	30%	23%	32%	32%	31%	34%	36%	29%	31%	33%			
	93	88		81	85	69	71	72	92	73	724	78	54	20	628	248			
Royal Mail Small Parcel 2nd class: Signed For	16%	16%		14%	15%	18%	18%	20%	15%	14%	16%	13%	14%	12%	16%	14%			
	38	41		38	38	51	42	62	44	31	384	30	20	8	334	108			
Royal Mail Small Parcel 2nd class: Not Signed For	36%	34%		31%	28%	28%	30%	31%	32%	37%	32%	29%	34%	35%	30%	37%			
	84	85		81	71	79	71	98	92	84	746	68	51	24	612	277			
															a				
Royal Mail Medium Parcel 1st class: Signed For	14%	16%		17%	15%	21%	18%	22%	15%	10%	17%	13%	15%	17%	16%	16%			
	33	40		46	38	59	43	69	42	22	392	29	22	12	336	119			
Royal Mail Medium Parcel 1st class: Not Signed For	17%	18%		13%	15%	14%	18%	19%	19%	13%	16%	17%	17%	13%	16%	17%			
	41	44		34	38	39	43	60	53	30	382	38	25	9	323	132			
Royal Mail Medium Parcel 2nd class: Signed For	10%	8%		8%	8%	14%	9%	13%	10%	4%	10%	7%	7%	9%	10%	8%			
	24	21		22	21	40	21	41	29	8	227	16	11	7	203	58			
Royal Mail Medium Parcel 2nd class: Not Signed For	18%	20%		12%	16%	16%	17%	19%	17%	16%	17%	15%	18%	18%	17%	18%			
	42	51		33	41	46	41	60	50	37	401	35	27	12	338	138			
Royal Mail Special Delivery: Guaranteed next day by 9am	8%	9%		12%	7%	7%	6%	21%	5%	5%	9%	4%	7%	5%	9%	6%			
	18	24		31	19	21	15	65	14	12	217	8	10	4	194	46			
			k					a b d e f H I K L							b				
Royal Mail Special Delivery: Guaranteed next day by 1pm	14%	12%		12%	9%	14%	10%	14%	10%	7%	11%	6%	7%	8%	11%	10%			
	34	30		32	23	38	24	44	30	16	270	14	11	6	223	78			
Other	2%	1%		1%	1%	1%	0%	0%	1%	0%	1%	2%	1%	2%	1%	1%			
	5	3		3	3	2	1	1	4	0	21	5	1	1	19	10			
I don't remember the name of the Royal Mail product(s)	1%	2%		2%	2%	5%	4%	2%	2%	6%	3%	4%	4%	4%	3%	3%			
	2	6		5	6	15	10	6	7	14	71	10	6	3	69	22			
None of the above	3%	8%		9%	10%	7%	11%	5%	9%	7%	8%	8%	6%	8%	8%	7%			
	6	19		22	26	19	27	16	27	16	178	18	8	5	157	52			
NET: Small Parcel	90%	81%		85%	78%	79%	78%	85%	75%	82%	81%	74%	81%	79%	81%	80%			
	211	204		222	201	221	186	267	216	186	1913	172	121	55	1657	603			
			h k																
NET: Medium Parcel	41%	40%		35%	39%	45%	45%	46%	46%	34%	41%	40%	43%	44%	41%	43%			
	95	99		92	100	125	106	145	133	78	973	93	64	30	837	324			
NET: 1st class	70%	66%		67%	61%	62%	63%	75%	66%	58%	66%	61%	67%	64%	66%	62%			
	162	165		176	158	173	149	234	192	131	1540	141	100	44	1354	471			
NET: 2nd class	52%	52%		47%	50%	50%	48%	51%	49%	49%	50%	46%	48%	50%	48%	53%			
	121	129		124	128	139	113	159	143	112	1168	107	71	34	979	401			
NET: Signed For	45%	45%		50%	41%	48%	45%	60%	39%	34%	46%	34%	47%	45%	47%	40%			
	106	113		132	105	135	106	189	112	76	1074	80	70	31	955	300			
			i k			k		a b d f H I K					k		b				
NET: Not Signed For	66%	64%		55%	60%	57%	57%	51%	62%	67%	59%	63%	63%	58%	58%	65%			
	153	160		144	155	158	135	160	179	152	1396	147	95	40	1184	493			
															a				
NET: Special Delivery	20%	19%		22%	15%	21%	16%	32%	14%	12%	19%	10%	13%	13%	19%	16%			
	46	48		57	39	58	37	100	40	27	452	22	20	9	386	118			
	k	k	k		k			b d f H I K L m											
Effective Column n																			
	111	126		126	127	131	120	159	132	111	1143	234	233	213	1218	604			
Unweighted base	182	207		208	209	215	197	262	218	182	1880	385	384	350	2004	993			
Weighted base	234	250		261	257	279	237	314	289	227	2348	231	150	69	2042	754			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q09: Which, if any of these Royal Mail products have you used to send parcels in the last month? by Demographics Part 4

Column % Weighted counts Column Comparisons	Q07: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Royal Mail Small Parcel 1st class: Signed For	52%	31%	28%	27%	32%	34%	37%	34%	32%	41%	
	103	806	85	99	195	217	125	188	872	28	
B											
Royal Mail Small Parcel 1st class: Not Signed For	19%	32%	32%	32%	33%	30%	32%	31%	31%	37%	
	39	838	95	113	198	190	108	172	847	25	
a											
Royal Mail Small Parcel 2nd class: Signed For	25%	15%	16%	15%	16%	17%	19%	13%	16%	20%	
	49	393	48	52	97	108	64	74	429	14	
b											
Royal Mail Small Parcel 2nd class: Not Signed For	27%	32%	38%	30%	35%	34%	32%	23%	32%	22%	
	54	835	114	107	215	217	108	128	869	15	
f											
Royal Mail Medium Parcel 1st class: Signed For	31%	15%	18%	14%	16%	18%	21%	12%	16%	23%	
	62	393	54	50	94	116	71	69	437	16	
B											
Royal Mail Medium Parcel 1st class: Not Signed For	17%	16%	19%	16%	16%	17%	20%	13%	16%	19%	
	34	421	56	58	95	107	67	71	439	13	
Royal Mail Medium Parcel 2nd class: Signed For	24%	8%	10%	10%	8%	9%	12%	8%	9%	13%	
	49	212	31	36	51	58	41	43	250	9	
B											
Royal Mail Medium Parcel 2nd class: Not Signed For	15%	17%	23%	13%	18%	20%	18%	12%	17%	10%	
	31	445	70	46	108	127	59	66	465	7	
b f											
Royal Mail Special Delivery: Guaranteed next day by 9am	23%	7%	11%	6%	8%	10%	12%	6%	8%	17%	
	47	193	33	23	47	64	40	33	228	11	
B											
Royal Mail Special Delivery: Guaranteed next day by 1pm	15%	10%	12%	9%	9%	11%	13%	11%	11%	13%	
	29	272	36	34	55	71	45	59	289	9	
Other	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	
	3	26	2	4	4	9	4	6	29	0	
I don't remember the name of the Royal Mail product(s)	3%	3%	5%	3%	4%	2%	1%	5%	3%	0%	
	6	84	14	9	23	15	3	26	90	0	
None of the above	10%	7%	9%	10%	7%	6%	7%	9%	8%	7%	
	20	190	26	35	41	37	22	48	205	5	
NET: Small Parcel	81%	81%	78%	78%	81%	84%	82%	79%	81%	89%	
	161	2100	234	280	495	536	276	439	2187	61	
NET: Medium Parcel	55%	40%	47%	39%	40%	46%	50%	32%	41%	43%	
	109	1052	141	139	243	291	168	180	1126	29	
b											
NET: 1st class	71%	65%	62%	63%	65%	65%	71%	65%	65%	81%	
	142	1684	187	225	398	414	238	363	1758	55	
a											
NET: 2nd class	55%	49%	56%	47%	53%	53%	51%	38%	50%	44%	
	109	1271	169	169	323	339	170	210	1346	30	
F											
NET: Signed For	63%	43%	42%	37%	46%	47%	51%	44%	45%	52%	
	125	1130	126	133	280	299	171	247	1211	35	
B											
NET: Not Signed For	49%	61%	64%	65%	61%	62%	59%	51%	60%	64%	
	98	1580	191	235	373	393	199	286	1629	44	
a											
NET: Special Delivery	36%	17%	21%	14%	16%	20%	24%	15%	18%	26%	
	71	433	64	52	96	125	80	86	482	18	
B											
Effective Column n											
	132	1691	211	233	443	464	237	235	1787	31	
Unweighted base	217	2782	347	384	729	763	390	386	2940	51	
Weighted base	199	2599	300	360	608	637	335	559	2717	69	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QD10a. Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service

Row %						
Weighted counts	This is mandatory to me – a must have	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T28)
Guaranteed delivery to recipient's door	42%	39%	16%	3%	1%	81%
	1333	1211	487	87	19	2544
Proof of postage/dispatch	42%	40%	15%	3%	0%	82%
	1328	1246	458	93	11	2574
Proof of receipt/delivery	39%	38%	18%	4%	0%	77%
	1229	1190	569	133	15	2420
Low cost	31%	46%	20%	2%	1%	77%
	968	1452	621	78	17	2420
Guarantee that the parcel will arrive on time	36%	42%	18%	3%	1%	78%
	1126	1327	577	91	16	2453
Same price to send to anywhere within the UK	32%	45%	18%	4%	1%	77%
	1012	1415	558	128	24	2427
Fast delivery	26%	46%	22%	5%	0%	72%
	823	1444	698	158	15	2266
Ability to track the delivery	28%	42%	23%	6%	1%	70%
	886	1312	722	191	26	2198
Convenient options for me to drop the parcel off	22%	42%	25%	9%	2%	64%
	694	1325	787	268	63	2019
Insurance against damage or loss	23%	39%	27%	10%	2%	62%
	712	1222	847	303	53	1933
Convenient options for the recipient to accept the delivery	17%	46%	28%	8%	1%	63%
	543	1438	869	252	36	1981
Ability to choose an express or next day service	18%	42%	30%	9%	1%	60%
	555	1318	941	292	31	1872
Daily collection service	25%	37%	25%	11%	2%	62%
	786	1158	782	347	63	1944
Ability to select a specific date/time for delivery	12%	38%	33%	16%	2%	50%
	380	1183	1035	486	52	1563
Convenient options for the operator pick the parcel up from me	13%	35%	29%	19%	3%	48%
	422	1082	918	605	110	1505

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, items requiring a signature or other important items involving postal or delivery services in the previous month

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me – a must have	31%	29%	32%	33%	31%	26%	33%	29%	33%		
	968	289	679	260	247	212	250	426	542		
	-								a		
This is a 'great to have' – makes a difference and can sway my decision	46%	47%	46%	44%	48%	47%	47%	46%	47%		
	1452	468	984	341	382	374	356	679	773		
	-										
This is a 'nice to have', but I can live without it being offered	20%	20%	20%	19%	20%	23%	18%	22%	18%		
	621	199	423	151	157	181	133	331	290		
	-								b		
This is not important to me – don't mind if not offered	2%	3%	2%	3%	2%	3%	1%	3%	2%		
	78	27	51	25	15	28	10	41	37		
	-										
This is a negative to me	1%	1%	1%	0%	0%	1%	1%	1%	0%		
	17	7	11	2	3	6	7	14	3		
	-								b		
NET: Important (T2B)	77%	77%	77%	77%	78%	73%	80%	74%	80%		
	2420	757	1663	601	628	585	606	1105	1315		
	-								a		
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
	-										
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 2

	Age					SEG										Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
This is mandatory to me – a must have	29%	31%	34%	22%	26%	30%	30%	32%	29%	31%	29%	34%	31%	30%				
	133	358	337	62	140	78	530	438	225	305	198	240	579	388				
This is a 'great to have' – makes a difference and can sway my decision	48%	44%	46%	49%	49%	49%	47%	45%	47%	47%	47%	44%	46%	47%				
	218	505	467	135	263	128	824	628	359	465	320	308	849	597				
This is a 'nice to have', but I can live without it being offered	19%	21%	17%	25%	22%	19%	20%	20%	21%	19%	21%	18%	19%	20%				
	88	242	173	70	119	49	348	273	164	184	146	127	359	256				
This is not important to me – don't mind if not offered	3%	2%	2%	3%	3%	2%	3%	2%	3%	3%	2%	2%	2%	2%				
	16	22	25	9	15	6	45	32	20	25	15	17	46	30				
This is a negative to me	0%	1%	0%	0%	0%	1%	0%	1%	0%	1%	1%	1%	1%	0%				
	2	10	2	1	3	2	9	9	2	7	5	4	13	4				
NET: Important (T2B)	77%	76%	80%	71%	75%	78%	77%	77%	76%	78%	76%	79%	77%	77%				
	351	862	804	197	403	206	1354	1066	584	770	518	548	1429	985				
Effective Column n	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867				
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424				
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons																				
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	32%	34%	33%	32%	32%	34%	28%	32%	22%	31%	23%	42%	31%	31%	30%	**				
	82	94	94	88	97	91	102	111	55	814	60	70	24	712	254					
										-		i K								
This is a 'great to have' – makes a difference and can sway my decision	50%	42%	40%	49%	51%	42%	48%	43%	51%	46%	48%	43%	49%	46%	47%	**				
	128	115	115	136	157	113	177	150	128	1219	123	72	38	1056	395					
										-										
This is a 'nice to have', but I can live without it being offered	15%	21%	25%	17%	15%	19%	21%	22%	25%	20%	23%	12%	18%	20%	20%	**				
	38	58	71	48	47	51	78	74	63	528	59	20	14	448	173					
										-										
This is not important to me – don't mind if not offered	3%	1%	1%	3%	2%	3%	2%	3%	2%	2%	6%	3%	2%	3%	2%	**				
	8	3	3	7	6	7	6	9	6	55	16	4	2	59	19					
										-										
This is a negative to me	0%	1%	1%	0%	0%	2%	1%	0%	0%	1%	0%	1%	0%	1%	1%	**				
	1	4	2	0	0	5	3	1	0	16	1	1	0	12	6					
										-										
NET: Important (T2B)	82%	76%	73%	80%	83%	76%	76%	76%	73%	77%	71%	85%	80%	77%	77%	**				
	210	209	208	224	254	204	279	261	184	2033	183	141	63	1768	649					
										-		k								
Effective Column n																				
	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	31%	31%	36%	30%	29%	31%	27%	33%	31%	25%	
	68	900	124	123	196	214	102	209	942	22	
This is a 'great to have' – makes a difference and can sway my decision	43%	47%	46%	47%	48%	46%	49%	43%	46%	44%	
	93	1359	159	194	321	317	183	278	1410	38	
This is a 'nice to have', but I can live without it being offered	22%	20%	15%	19%	21%	20%	21%	21%	20%	26%	
	49	573	53	79	140	137	76	136	595	23	
This is not important to me – don't mind if not offered	2%	3%	3%	3%	3%	2%	3%	2%	2%	3%	
	4	73	9	12	18	16	10	13	75	3	
This is a negative to me	2%	0%	1%	1%	0%	1%	0%	0%	1%	1%	
	4	14	2	3	1	8	1	3	16	1	
NET: Important (T2B)	74%	77%	81%	77%	76%	77%	77%	76%	77%	69%	
	161	2260	283	317	517	532	285	487	2351	60	
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology				Quarter				Gender		
	Total	CAPI	Online		Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	36%	47%	31%		38%	33%	37%	35%	35%	37%	
	1126	465	661		299	266	297	264	523	603	
	-	B									
This is a 'great to have' -- makes a difference and can sway my decision	42%	40%	43%		39%	44%	43%	43%	41%	43%	
	1327	398	928		306	354	344	323	612	715	
	-										
This is a 'nice to have', but I can live without it being offered	18%	9%	23%		18%	20%	16%	20%	20%	17%	
	577	91	486		143	157	129	147	299	279	
	-	A									
This is not important to me -- don't mind if not offered	3%	3%	3%		3%	3%	3%	2%	3%	3%	
	91	28	63		25	24	25	16	48	43	
	-										
This is a negative to me	1%	1%	0%		1%	0%	1%	1%	1%	0%	
	16	7	9		5	1	5	5	10	6	
	-										
NET: Important (T2B)	78%	87%	74%		78%	77%	80%	78%	76%	80%	
	2453	863	1590		605	621	641	587	1134	1318	
	-	B								a	
Effective Column n											
	2046	262	1784		510	521	509	506	940	1106	
Unweighted base	3362	430	2932		838	856	836	832	1545	1817	
Weighted base	3137	989	2148		778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have		39%	37%	39%	31%	26%	20%	36%	36%	33%	38%	36%	36%	39%	31%
		178	418	390	87	139	52	628	499	254	373	246	253	729	392
	F	F	F	f			-	-					B		
This is a 'great to have' – makes a difference and can sway my decision	43%	41%	42%	40%	44%	48%	43%	41%	45%	42%	44%	39%	40%	45%	
	196	469	425	112	237	125	756	570	347	409	299	271	746	576	
					-	-	-	-						a	
This is a 'nice to have', but I can live without it being offered	15%	19%	16%	24%	25%	26%	17%	20%	18%	17%	18%	22%	17%	20%	
	67	210	164	67	136	69	306	271	141	165	121	150	318	255	
			a c			a b c	-	-							
This is not important to me – don't mind if not offered	3%	3%	2%	4%	4%	5%	3%	3%	3%	3%	2%	3%	2%	4%	
	12	30	25	10	24	13	55	36	26	28	16	20	41	49	
					-	-	-	-						a	
This is a negative to me	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	0%	1%	0%	
	5	8	0	1	3	2	12	4	2	10	1	3	13	3	
					-	-	-	-							
NET: Important (T2B)	82%	78%	81%	72%	70%	68%	79%	77%	78%	79%	80%	75%	80%	76%	
	374	888	815	198	376	178	1384	1069	601	783	545	523	1475	968	
	d F	f	d F		-	-	-	-					b		
Effective Column n	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 3

Column %	UK nation													Rurality					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
This is mandatory to me – a must have	40%	42%	36%	44%	41%	33%	29%	33%	33%	36%	26%	42%	35%	37%	32%	**			
	103	115	101	123	127	89	107	113	82	960	68	70	28	849	274				
	k	k		g k	k					-		K							
This is a 'great to have' – makes a difference and can sway my decision	37%	38%	43%	34%	43%	40%	48%	45%	45%	42%	49%	40%	44%	42%	43%	**			
	95	103	123	95	133	106	175	154	113	1098	127	67	34	966	360				
										-									
This is a 'nice to have', but I can live without it being offered	21%	17%	19%	20%	13%	22%	18%	19%	20%	19%	20%	15%	16%	17%	23%	**			
	54	46	55	55	39	58	67	64	50	487	52	25	13	385	191				
										-					a				
This is not important to me – don't mind if not offered	2%	3%	2%	2%	2%	4%	4%	4%	2%	3%	4%	3%	5%	3%	2%	**			
	4	8	5	5	7	10	14	13	6	72	10	5	4	72	19				
										-									
This is a negative to me	0%	1%	0%	0%	0%	2%	1%	0%	0%	1%	0%	0%	0%	1%	0%	**			
	1	3	1	1	1	5	2	0	0	14	1	1	0	14	2				
										-									
NET: Important (T2B)	77%	80%	79%	78%	84%	73%	77%	77%	78%	78%	76%	82%	79%	79%	75%	**			
	198	218	224	218	260	194	282	267	196	2058	196	137	62	1816	634				
										-									
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2			
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4			
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guarantee that the parcel will arrive on time by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
This is mandatory to me – a must have	32%	36%	36%	34%	34%	30%	35%	37%	44%	36%	34%	
	70	1056	125		140	203	243	136	279	1097	29	
	c											
This is a 'great to have' – makes a difference and can sway my decision	45%	42%	37%		41%	45%	42%	47%	41%	42%	38%	
	98	1228	129		168	305	288	176	261	1284	33	
This is a 'nice to have', but I can live without it being offered	18%	18%	22%		22%	21%	20%	13%	12%	18%	20%	
	39	538	78		92	142	140	47	79	556	17	
	e f		e f		e f		e f					
This is not important to me – don't mind if not offered	4%	3%	4%		2%	4%	2%	3%	2%	3%	8%	
	8	82	14		10	24	14	13	16	84	7	
	a											
This is a negative to me	1%	0%	1%		0%	0%	1%	0%	1%	1%	0%	
	2	14	2		0	2	8	0	3	16	0	
NET: Important (T2B)	77%	78%	73%		75%	75%	77%	84%	85%	78%	72%	
	168	2284	254		308	508	531	313	540	2381	63	
					a b c d		a b c d					
Effective Column n	146	1900	245		271	493	502	264	270	2005	35	
Unweighted base	240	3122	403		446	811	825	434	443	3295	58	
Weighted base	218	2919	348		411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me – a must have	28%	32%	26%	28%	28%	28%	30%	28%	28%	28%	
	886	317	568	215	222	221	227	417	468		
	-	b									
This is a 'great to have' – makes a difference and can sway my decision	42%	42%	42%	44%	42%	43%	39%	42%	41%		
	1312	417	895	339	338	343	292	630	682		
	-										
This is a 'nice to have', but I can live without it being offered	23%	16%	26%	21%	24%	22%	25%	24%	22%		
	722	154	568	161	195	180	186	352	370		
	-		A								
This is not important to me – don't mind if not offered	6%	9%	5%	7%	5%	6%	6%	5%	7%		
	191	85	105	56	43	48	44	80	111		
	-	b									
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%		
	26	15	12	7	5	8	6	12	14		
	-	b									
NET: Important (T2B)	70%	74%	68%	71%	70%	70%	69%	70%	70%		
	2198	735	1463	555	560	564	519	1047	1151		
	-	b									
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 2

	Age					SEG								Working status	
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	31%	31%	30%	21%	17%	12%	28%	28%	25%	31%	26%	30%	31%	25%	
	141	349	306	58	90	32	498	387	193	305	180	207	570	313	
	d F	d F	d F	f	-	-	-	-	-	-	-	-	b	-	
This is a 'great to have' – makes a difference and can sway my decision	39%	43%	41%	44%	43%	43%	43%	41%	46%	40%	42%	39%	42%	41%	
	179	484	416	120	232	112	752	561	354	397	286	275	783	524	
					-	-	-	-	-	-	-	-	-	-	
This is a 'nice to have', but I can live without it being offered	23%	21%	21%	28%	30%	33%	21%	25%	21%	22%	26%	24%	21%	26%	
	106	238	213	79	164	85	377	345	164	213	175	170	385	332	
				-	-	b c	-	-	-	-	-	-	-	a	
This is not important to me – don't mind if not offered	7%	5%	6%	7%	8%	10%	6%	6%	7%	6%	6%	6%	5%	8%	
	30	54	62	18	46	27	109	82	54	55	39	43	92	98	
				-	-	b	-	-	-	-	-	-	-	a	
This is a negative to me	0%	1%	1%	1%	1%	2%	1%	0%	1%	2%	1%	0%	1%	1%	
	2	12	6	2	7	5	22	5	5	17	4	1	17	9	
				-	-	-	-	-	-	-	-	-	-	-	
NET: Important (T2B)	70%	73%	72%	64%	60%	55%	71%	69%	71%	71%	68%	69%	73%	66%	
	320	833	723	178	322	144	1250	948	547	702	466	482	1353	836	
	f	d F	F	-	-	-	-	-	-	-	-	-	B	-	
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Column Comparisons	27%	31%	31%	26%	36%	28%	26%	24%	29%	29%	23%	33%	23%	28%	28%	**				
This is mandatory to me – a must have	70	84	88	73	110	75	97	84	72	753	59	55	18	648	236					
										-										
This is a 'great to have' – makes a difference and can sway my decision	43%	45%	41%	31%	42%	36%	48%	44%	41%	42%	42%	41%	49%	43%	39%	**				
	111	122	117	87	130	97	177	151	104	1095	110	69	38	981	329					
							d			-										
This is a 'nice to have', but I can live without it being offered	25%	17%	21%	27%	18%	28%	21%	26%	25%	23%	24%	19%	24%	22%	26%	**				
	64	47	61	75	57	75	77	91	62	607	63	32	19	499	222					
This is not important to me – don't mind if not offered	5%	4%	6%	15%	3%	6%	4%	5%	6%	6%	10%	6%	4%	6%	6%	**				
	12	12	17	41	10	15	15	18	14	154	25	9	3	139	52					
				a b e g h						-										
This is a negative to me	0%	3%	1%	1%	1%	2%	0%	0%	0%	1%	1%	1%	0%	1%	1%	**				
	1	9	3	2	2	6	0	1	0	24	1	2	0	18	8					
NET: Important (T2B)	70%	75%	72%	58%	78%	64%	75%	68%	70%	70%	65%	74%	72%	71%	67%	**				
	180	206	204	161	239	172	274	235	176	1848	169	124	57	1630	565					
		d			d		d			-		d								
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to track the delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	29%	28%	29%	23%	27%	27%	28%	35%	29%	21%
	63	823	100	94	180	188	103	221	867	19
This is a 'great to have' – makes a difference and can sway my decision	41%	42%	37%	43%	42%	42%	48%	38%	42%	28%
	90	1222	130	178	287	292	179	246	1279	25
This is a 'nice to have', but I can live without it being offered	21%	23%	26%	26%	24%	25%	19%	19%	23%	27%
	47	675	92	106	161	171	69	123	695	24
This is not important to me – don't mind if not offered	8%	6%	7%	8%	7%	5%	5%	6%	6%	23%
	18	173	23	31	46	33	18	41	170	20
This is a negative to me	0%	1%	1%	0%	0%	1%	1%	1%	1%	0%
	0	26	3	1	2	9	4	8	26	0
NET: Important (T2B)	70%	70%	66%	66%	69%	69%	76%	73%	71%	50%
	153	2045	230	272	467	480	282	466	2146	43
Effective Column n	146	1900	245	271	493	502	264	270	2005	35
Unweighted base	240	3122	403	446	811	825	434	443	3295	58
Weighted base	218	2919	348	411	675	692	372	638	3037	87
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	18%	24%	15%	22%	15%	16%	18%	18%	18%	
	555	235	320	169	122	128	135	263	291	
	-	B		b						
This is a 'great to have' -- makes a difference and can sway my decision	42%	50%	38%	39%	42%	46%	41%	45%	40%	
	1318	493	825	303	334	372	308	664	654	
	-	B						b		
This is a 'nice to have', but I can live without it being offered	30%	19%	35%	28%	33%	27%	31%	29%	31%	
	941	190	751	219	265	219	237	432	509	
	-		A							
This is not important to me -- don't mind if not offered	9%	6%	11%	10%	9%	10%	9%	8%	11%	
	292	56	236	75	75	76	65	115	178	
	-		A						a	
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	31	14	17	11	6	5	9	18	14	
	-									
NET: Important (T2B)	60%	74%	53%	61%	57%	62%	59%	62%	57%	
	1872	728	1144	473	457	500	443	927	945	
	-	B						b		
Effective Column n										
	2046	262	1784	510	521	509	506	940	1106	
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	18%	19%	19%	9%	11%	14%	19%	16%	18%	19%	18%	15%	20%	15%	
	82	221	192	24	60	35	330	225	141	189	121	104	365	189	
	d	d	d				-	-					b		
This is a 'great to have' – makes a difference and can sway my decision	44%	42%	44%	42%	35%	28%	41%	43%	45%	38%	43%	43%	44%	39%	
	200	483	445	117	190	73	722	596	344	378	296	299	813	496	
	F	F	F	f	-		-	-					b		
This is a 'nice to have', but I can live without it being offered	28%	29%	28%	35%	37%	39%	29%	31%	29%	30%	30%	32%	28%	33%	
	129	332	280	98	199	101	516	425	221	295	203	222	512	425	
				-	-		-	-					a		
This is not important to me – don't mind if not offered	10%	7%	8%	13%	15%	18%	10%	9%	8%	11%	8%	9%	8%	12%	
	45	84	82	35	81	46	174	119	63	111	53	66	139	151	
				-	-	a B c	-	-						A	
This is a negative to me	0%	1%	0%	1%	2%	3%	1%	1%	0%	1%	2%	1%	1%	1%	
	1	17	5	2	9	7	15	16	1	14	11	5	17	14	
				-	-		-	-							
NET: Important (T2B)	62%	62%	63%	51%	46%	41%	60%	59%	63%	57%	61%	58%	64%	54%	
	282	704	637	142	250	108	1052	821	485	567	417	404	1179	685	
	d F	d F	d F		-		-	-					B		
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 3

Column %	UK nation													Rurality					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
This is mandatory to me – a must have	24%	17%	13%	11%	27%	16%	17%	18%	16%	18%	13%	25%	13%	19%	15%	**			
	61	48	37	31	82	44	61	63	41	469	33	42	10	424	130				
	d k				c d k					-		c d K m							
This is a 'great to have' – makes a difference and can sway my decision	33%	42%	43%	49%	47%	33%	47%	40%	43%	42%	43%	37%	47%	44%	37%	**			
	84	116	121	135	145	89	171	137	109	1107	111	63	37	999	317				
										-				b					
This is a 'nice to have', but I can live without it being offered	31%	28%	33%	30%	18%	37%	31%	32%	31%	30%	32%	26%	31%	28%	35%	**			
	81	77	94	83	55	100	114	109	78	791	82	44	24	645	295				
			e			e	e	e		-	e			a					
This is not important to me – don't mind if not offered	10%	10%	11%	10%	8%	11%	5%	9%	9%	9%	12%	9%	8%	8%	12%	**			
	27	27	32	27	24	31	18	32	23	241	31	15	6	193	100				
										-									
This is a negative to me	2%	2%	0%	1%	0%	2%	0%	1%	1%	1%	1%	2%	1%	1%	1%	**			
	5	6	0	2	1	5	1	3	2	25	2	3	1	26	5				
										-									
NET: Important (T2B)	56%	60%	56%	60%	74%	50%	64%	58%	59%	60%	56%	63%	61%	62%	53%	**			
	145	164	159	166	227	133	233	200	149	1576	144	105	48	1422	447				
				a b c d F h i k		f				-				B					
Effective Column n																			
	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2			
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4			
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to choose an express or next day service by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	18%	18%	15%	14%	16%	16%	22%	23%	18%	18%	
	40	514	52	57	109	110	82	145	538	16	
This is a 'great to have' – makes a difference and can sway my decision	42%	42%	37%	41%	40%	40%	47%	46%	42%	44%	
	92	1226	130	170	272	279	174	293	1271	38	
This is a 'nice to have', but I can live without it being offered	29%	30%	32%	34%	31%	33%	26%	24%	30%	24%	
	62	879	111	141	210	230	97	153	917	21	
This is not important to me – don't mind if not offered	10%	9%	13%	10%	12%	10%	5%	6%	9%	14%	
	22	271	46	42	78	67	20	38	279	12	
			e f		e f						
This is a negative to me	1%	1%	2%	0%	1%	1%	0%	1%	1%	0%	
	2	29	9	1	6	7	0	9	31	0	
NET: Important (T2B)	60%	60%	52%	55%	56%	56%	69%	69%	60%	62%	
	132	1741	182	227	381	389	255	438	1809	54	
						A b c d		A b c D			
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	12%	15%	11%	12%	11%	12%	13%	13%	11%	
	380	150	230	96	89	97	98	192	187	
	-	b								
This is a 'great to have' -- makes a difference and can sway my decision	38%	43%	35%	37%	34%	42%	37%	37%	38%	
	1183	422	762	291	277	334	282	550	633	
	-	b								
This is a 'nice to have', but I can live without it being offered	33%	27%	36%	30%	38%	32%	31%	33%	33%	
	1035	267	768	236	307	257	235	494	541	
	-		A		a d					
This is not important to me -- don't mind if not offered	16%	13%	17%	19%	15%	13%	16%	15%	16%	
	486	131	355	145	121	100	120	231	255	
	-		c							
This is a negative to me	2%	2%	2%	1%	1%	1%	3%	2%	2%	
	52	18	34	11	9	12	20	23	29	
	-									
NET: Important (T2B)	50%	58%	46%	50%	46%	54%	50%	50%	50%	
	1563	572	991	386	366	431	380	742	821	
	-	B				b				
Effective Column n										
	2046	262	1784	510	521	509	506	940	1106	
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	15%	14%	12%	6%	5%	4%	13%	220	12%	14%	11%	12%	11%	14%	9%
	67	163	125	16	25	9		159	109	111	83	77	261	118	
	d F	d F	d f				-	-					B		
This is a 'great to have' – makes a difference and can sway my decision	40%	40%	39%	33%	29%	24%	38%	37%	39%	37%	37%	38%	41%	33%	
	185	455	388	92	156	64	666	517	299	367	256	262	759	418	
	F	F	f		-		-	-					B		
This is a 'nice to have', but I can live without it being offered	34%	32%	32%	37%	37%	36%	31%	35%	30%	32%	34%	37%	31%	36%	
	154	363	319	103	199	95	546	490	230	316	235	255	576	455	
				-			-	-					a		
This is not important to me – don't mind if not offered	11%	12%	16%	22%	26%	30%	17%	14%	16%	17%	15%	14%	12%	20%	
	48	138	161	61	140	79	291	196	123	167	99	96	224	259	
			a	A B	-	A B C	-	-						A	
This is a negative to me	1%	2%	1%	2%	4%	6%	2%	1%	1%	2%	2%	1%	2%	2%	
	3	18	12	5	19	15	34	18	10	24	12	7	28	25	
				-		a b c	-	-							
NET: Important (T2B)	55%	54%	51%	39%	34%	28%	50%	49%	53%	49%	49%	49%	55%	42%	
	252	617	513	108	181	73	886	677	408	479	338	338	1020	536	
	D F	D F	d F	f	-		-	-					B		
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	11%	9%	17%	13%	21%	9%	13%	10%	7%	12%	8%	16%	11%	13%	9%	**					
	28	23	49	35	63	25	49	35	17	324	20	27	9	301	78						
			ik		b f h i k					-		ik		b							
This is a 'great to have' – makes a difference and can sway my decision	37%	39%	34%	33%	45%	36%	45%	33%	39%	38%	35%	36%	41%	39%	34%	**					
	96	106	97	92	139	95	165	113	98	1000	90	60	32	891	291						
										-											
This is a 'nice to have', but I can live without it being offered	35%	34%	34%	37%	23%	32%	33%	37%	31%	33%	35%	31%	34%	31%	37%	**					
	91	93	97	104	71	85	120	128	78	867	89	52	27	716	316						
										-				a							
This is not important to me – don't mind if not offered	14%	15%	15%	14%	11%	21%	7%	19%	23%	15%	21%	14%	14%	15%	17%	**					
	35	42	42	40	33	57	26	65	57	396	55	24	11	339	147						
						G		g	e G	-	e G										
This is a negative to me	3%	4%	0%	3%	0%	2%	1%	1%	1%	2%	2%	2%	0%	2%	2%	**					
	7	10	1	8	1	6	5	4	2	44	5	3	0	38	14						
										-											
NET: Important (T2B)	48%	47%	51%	46%	66%	45%	59%	43%	46%	50%	42%	52%	52%	52%	44%	**					
	124	129	145	127	202	120	214	148	115	1325	110	88	41	1192	369						
					a b c d f H i K		f h k			-				b							
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2					
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4					
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Ability to select a specific date/time for delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	16%	12%	10%	7%	11%	11%	15%	17%	12%	4%	
	35	344	35	28	73	77	56	110	375	3	
							b	b			
This is a 'great to have' – makes a difference and can sway my decision	37%	38%	31%	38%	36%	37%	43%	41%	38%	39%	
	81	1103	109	155	246	253	161	259	1149	34	
This is a 'nice to have', but I can live without it being offered	30%	33%	37%	37%	34%	35%	25%	30%	33%	43%	
	66	970	129	152	227	243	94	190	988	37	
			e	e		e					
This is not important to me – don't mind if not offered	15%	16%	20%	18%	17%	16%	15%	11%	16%	14%	
	33	454	69	72	113	109	54	69	472	12	
This is a negative to me	2%	2%	2%	1%	2%	1%	2%	2%	2%	0%	
	4	49	6	3	16	10	6	11	52	0	
NET: Important (T2B)	53%	50%	41%	45%	47%	48%	58%	58%	50%	43%	
	116	1447	144	183	319	331	218	369	1524	37	
							A b c d	A b c d			
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	26%	34%	22%	25%	25%	29%	26%	28%	25%		
	823	341	482	197	198	229	199	417	406		
	-	B									
This is a 'great to have' -- makes a difference and can sway my decision	46%	45%	46%	45%	46%	47%	47%	44%	48%		
	1444	446	998	348	366	376	353	657	787		
	-										
This is a 'nice to have', but I can live without it being offered	22%	14%	26%	25%	23%	19%	21%	23%	22%		
	698	142	555	196	188	152	161	338	360		
	-		A								
This is not important to me -- don't mind if not offered	5%	5%	5%	4%	6%	5%	5%	5%	5%		
	158	54	104	32	51	38	36	68	90		
	-										
This is a negative to me	0%	1%	0%	1%	0%	1%	1%	1%	0%		
	15	6	9	5	0	5	6	12	3		
	-							b			
NET: Important (T2B)	72%	80%	69%	70%	70%	76%	73%	72%	72%		
	2266	787	1480	545	564	605	552	1074	1193		
	-	B									
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me -- a must have	27%	30%	28%	18%	14%	10%	27%	25%	27%	28%	27%	23%	31%	20%	
	124	345	277	51	76	26	480	342	205	275	185	158	569	251	
	d F	d F	d F	f	-	-	-	-					B		
This is a 'great to have' -- makes a difference and can sway my decision	48%	46%	47%	40%	43%	46%	44%	49%	44%	44%	47%	51%	45%	48%	
	221	522	469	111	231	120	769	674	338	431	320	355	827	611	
					-	-	-	-							
This is a 'nice to have', but I can live without it being offered	19%	18%	22%	32%	34%	37%	22%	22%	21%	23%	23%	21%	20%	26%	
	88	208	216	89	186	97	395	302	165	230	156	146	364	330	
				a B C	-	A B C	-	-						a	
This is not important to me -- don't mind if not offered	5%	5%	4%	10%	8%	7%	6%	4%	8%	4%	3%	5%	4%	6%	
	22	53	38	27	45	19	100	58	60	40	23	35	77	79	
				b c	-	-	-	d e						a	
This is a negative to me	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%	
	3	8	3	0	1	1	12	4	1	10	1	3	10	4	
					-	-	-	-							
NET: Important (T2B)	75%	76%	74%	58%	57%	56%	71%	74%	71%	72%	74%	74%	76%	68%	
	344	868	747	161	307	146	1250	1017	543	706	504	513	1395	862	
	D F	D F	D F	-	-	-	-	-					B		
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 3

	UK nation															Rurality						
Column %																						
Weighted counts																						
Column Comparisons																						
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown						
This is mandatory to me – a must have	26%	25%		32%	25%	40%	22%	20%	24%	24%	26%	20%	33%	24%	27%	23%	**					
	68	68		92	70	124	58	74	82	61	696	53	55	19	627	194						
			g k			a b d f g h i k																
This is a 'great to have' – makes a difference and can sway my decision	46%	47%		41%	41%	39%	45%	53%	48%	50%	46%	49%	45%	51%	46%	47%	**					
	118	128		117	114	121	121	193	165	127	1202	127	75	40	1049	394						
										-												
This is a 'nice to have', but I can live without it being offered	22%	24%		20%	28%	17%	27%	22%	23%	21%	23%	23%	17%	19%	22%	24%	**					
	57	65		57	77	54	71	81	80	52	594	60	29	15	494	203						
										-												
This is not important to me – don't mind if not offered	6%	4%		6%	6%	3%	5%	4%	5%	5%	5%	7%	5%	6%	5%	6%	**					
	14	12		18	16	9	14	16	17	12	126	19	8	5	105	53						
										-												
This is a negative to me	0%	1%		0%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	**					
	1	3		1	2	0	4	2	0	1	14	1	1	0	12	3						
										-												
NET: Important (T2B)	72%	71%		73%	66%	80%	67%	73%	72%	74%	72%	69%	77%	75%	73%	69%	**					
	185	195		209	183	245	179	267	248	188	1899	179	129	59	1675	588						
										-												
Effective Column n																						
	125	138		139	138	142	134	186	156	124	1281	263	260	242	1365	678	2					
Unweighted base	205	227		228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4					
Weighted base	257	274		285	279	307	268	365	345	252	2633	259	167	79	2286	847	4					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C						

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	25%	26%	22%	20%	24%	25%	32%	32%	26%	23%	
	55	767	76	84	164	176	117		205	803	
							a b	a b c			
This is a 'great to have' – makes a difference and can sway my decision	46%	46%	45%	51%	45%	45%	45%	46%	46%	44%	
	100	1343	156	211	303	310	168	295	1396	38	
This is a 'nice to have', but I can live without it being offered	18%	23%	25%	24%	25%	23%	20%	17%	22%	26%	
	40	658	87	99	170	159	73	109	672	22	
This is not important to me – don't mind if not offered	8%	5%	7%	4%	5%	6%	3%	4%	5%	7%	
	17	141	23	15	37	43	13	27	151	6	
This is a negative to me	3%	0%	1%	0%	0%	1%	0%	0%	1%	0%	
	6	9	5	1	1	4	1	3	15	0	
	B										
NET: Important (T2B)	71%	72%	67%	72%	69%	70%	77%	78%	72%	67%	
	155	2111	233	295	467	486	285	500	2198	58	
								a c			
Effective Column n											
	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	22%	28%	19%	26%	23%	21%	19%	21%	23%	
	694	278	416	201	187	166	140	315	379	
	-	B	d							
This is a 'great to have' -- makes a difference and can sway my decision	42%	45%	41%	39%	43%	40%	48%	44%	41%	
	1325	447	878	305	342	318	360	653	672	
	-					a c				
This is a 'nice to have', but I can live without it being offered	25%	17%	29%	24%	23%	30%	23%	26%	24%	
	787	166	621	188	187	237	175	386	401	
	-		A							
This is not important to me -- don't mind if not offered	9%	8%	9%	8%	9%	9%	8%	8%	9%	
	268	78	189	65	71	68	64	115	152	
	-									
This is a negative to me	2%	2%	2%	2%	2%	1%	2%	1%	2%	
	63	19	44	19	16	11	16	21	41	
	-									
NET: Important (T2B)	64%	73%	60%	65%	66%	61%	66%	65%	64%	
	2019	725	1294	506	529	485	500	968	1051	
	-	B								
Effective Column n										
	2046	262	1784	510	521	509	506	940	1106	
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status	
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
This is mandatory to me -- a must have	21%	24%	22%	19%	18%	17%	22%	22%	21%	23%	22%	22%	23%	21%
	98	274	224	54	98	45	391	303	161	229	148	156	422	272
This is a 'great to have' -- makes a difference and can sway my decision	44%	44%	43%	36%	35%	35%	42%	43%	45%	40%	44%	42%	45%	39%
	203	497	436	99	190	91	736	589	345	391	299	290	828	492
This is a 'nice to have', but I can live without it being offered	25%	23%	25%	29%	29%	28%	25%	25%	25%	26%	25%	25%	24%	26%
	116	266	252	81	154	73	446	341	193	253	169	172	450	330
This is not important to me -- don't mind if not offered	7%	7%	8%	14%	14%	14%	8%	9%	8%	9%	8%	9%	6%	12%
	31	80	82	38	74	36	147	121	59	88	56	64	118	148
This is a negative to me	2%	2%	1%	2%	4%	7%	2%	2%	1%	3%	2%	2%	2%	3%
	9	20	10	4	22	18	37	26	11	26	11	15	30	33
NET: Important (T2B)	66%	68%	66%	55%	54%	52%	64%	65%	66%	63%	65%	64%	68%	60%
	301	771	659	153	289	135	1127	892	507	620	447	445	1250	764
Effective Column n	d f	d F	d f	-	-	-	-	-	-	-	-	-	B	-
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	20%	28%	24%	25%	31%	18%	17%	19%	18%	22%	18%	30%	23%	22%	21%	**					
	53	76	67	70	95	49	61	64	45	581	46	49	18	511	181						
					g k					-		g k									
This is a 'great to have' – makes a difference and can sway my decision	45%	38%	40%	44%	45%	38%	45%	41%	46%	42%	43%	38%	46%	42%	42%	**					
	115	103	113	122	140	103	164	141	115	1115	111	64	36	969	355						
										-											
This is a 'nice to have', but I can live without it being offered	22%	24%	24%	23%	18%	30%	31%	31%	25%	25%	24%	21%	24%	25%	24%	**					
	56	65	68	63	56	79	114	107	63	671	62	35	19	581	205						
										-											
This is not important to me – don't mind if not offered	10%	7%	10%	7%	4%	11%	6%	7%	10%	8%	14%	8%	7%	8%	10%	**					
	27	19	28	20	14	30	23	25	25	212	37	14	5	179	88						
										-	e										
This is a negative to me	3%	4%	3%	1%	1%	2%	1%	2%	2%	2%	1%	3%	0%	2%	2%	**					
	7	11	8	3	3	7	3	8	4	54	3	5	0	45	18						
										-											
NET: Important (T2B)	65%	65%	63%	69%	76%	57%	62%	59%	64%	64%	61%	68%	69%	65%	63%	**					
	167	179	180	192	235	152	225	205	161	1696	157	113	54	1480	536						
					f g h k					-											
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2					
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4					
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for me to drop the parcel off by Demographics Part 4

Column % Weighted counts Column Comparisons	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	24%	22%	24%	20%	18%	20%	26%	27%	22%	28%	
	53	641	85	82	121	138	97	171	669	24	
This is a 'great to have' – makes a difference and can sway my decision	38%	43%	36%	43%	41%	44%	44%	43%	43%	32%	
	84	1241	125	177	277	304	165	276	1297	28	
This is a 'nice to have', but I can live without it being offered	23%	25%	24%	26%	29%	27%	23%	20%	25%	28%	
	50	738	85	109	193	185	87	129	753	24	
This is not important to me – don't mind if not offered	10%	8%	12%	9%	10%	7%	6%	7%	8%	12%	
	21	247	40	37	70	51	23	46	256	11	
This is a negative to me	5%	2%	4%	1%	2%	2%	0%	2%	2%	0%	
	10	52	12	5	14	15	0	16	63	0	
NET: Important (T2B)	63%	64%	60%	63%	59%	64%	71%	70%	65%	60%	
	137	1882	210	259	399	441	263	447	1965	52	
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	13%	20%	11%	12%	13%	14%	15%	14%	13%		
	422	196	226	92	102	115	114	209	213		
	-	B									
This is a 'great to have' -- makes a difference and can sway my decision	35%	38%	33%	33%	35%	35%	35%	34%	35%		
	1082	380	702	259	277	283	263	511	571		
	-	b									
This is a 'nice to have', but I can live without it being offered	29%	18%	34%	30%	30%	29%	28%	31%	28%		
	918	182	736	232	244	233	208	461	456		
	-	A									
This is not important to me -- don't mind if not offered	19%	19%	20%	19%	20%	19%	19%	18%	21%		
	605	184	421	152	157	152	143	262	343		
	-										
This is a negative to me	3%	5%	3%	6%	3%	2%	3%	3%	4%		
	110	47	63	44	22	17	26	48	62		
	-	b		c							
NET: Important (T2B)	48%	58%	43%	45%	47%	50%	50%	48%	48%		
	1505	576	929	351	379	398	377	720	785		
	-	B									
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 2

	Age						SEG								Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	11%	15%	14%	10%	10%	9%	24	14%	13%	14%	14%	15%	11%	15%	12%	
	53	174	144	27	51	24		244	179	106	138	103	76	273	149	
							-							b		
This is a 'great to have' – makes a difference and can sway my decision	40%	38%	32%	26%	27%	29%	34%	35%	35%	33%	33%	37%	38%	29%		
	181	437	318	71	146	75	603	480	273	329	224	256	703	373		
	c d f	c d f			-		-						B			
This is a 'nice to have', but I can live without it being offered	30%	29%	30%	32%	29%	26%	29%	30%	28%	29%	28%	32%	28%	31%		
	136	324	299	88	158	69	504	414	216	288	191	223	522	389		
							-									
This is not important to me – don't mind if not offered	16%	15%	21%	26%	26%	27%	19%	19%	20%	19%	21%	18%	16%	24%		
	72	176	215	72	142	70	339	266	155	184	144	122	298	305		
			b	a b		a B	-							A		
This is a negative to me	3%	2%	3%	6%	8%	9%	4%	3%	3%	5%	3%	3%	3%	5%		
	15	25	27	18	42	24	67	43	20	47	23	20	50	59		
				b c		a B C	-							a		
NET: Important (T2B)	51%	54%	46%	36%	37%	38%	48%	48%	49%	47%	48%	48%	53%	41%		
	234	611	462	99	198	99	846	658	379	468	327	332	977	522		
	D f	c D F	d		-		-						B			
Effective Column n																
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867		
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424		
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons																		
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
This is mandatory to me – a must have	12%	15%	17%	11%	23%	14%	14%	9%	10%	14%	6%	19%	11%	14%	13%	**		
	31	41	48	32	72	37	50	31	25	368	15	31	9	314	109			
	k		k	d h i K		k	k	-		-	K							
This is a 'great to have' – makes a difference and can sway my decision	35%	32%	35%	27%	35%	32%	43%	31%	41%	35%	32%	34%	38%	36%	31%	**		
	90	87	100	76	108	86	155	106	104	913	83	57	30	815	266			
This is a 'nice to have', but I can live without it being offered	28%	36%	25%	34%	24%	27%	31%	33%	31%	30%	24%	25%	31%	28%	32%	**		
	72	99	71	94	75	72	113	114	78	788	63	42	24	641	274			
This is not important to me – don't mind if not offered	22%	12%	18%	20%	14%	23%	12%	23%	17%	18%	36%	18%	18%	19%	20%	**		
	57	33	51	55	44	61	43	81	42	468	92	30	14	437	168			
	g					b g		b g		-	B C d E f G h I L							
This is a negative to me	3%	5%	5%	8%	3%	4%	1%	4%	1%	4%	2%	4%	2%	4%	3%	**		
	7	14	14	22	8	12	3	14	3	97	6	6	1	80	30			
NET: Important (T2B)	47%	47%	52%	39%	59%	46%	56%	40%	51%	49%	38%	53%	49%	49%	44%	**		
	122	128	148	108	180	123	205	137	130	1280	98	88	38	1129	375			
			k	d h K		d h K		k		-	k							
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2		
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4		
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the operator pick the parcel up from me by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	22%	13%	10%	10%	13%	12%	15%	18%	13%	16%	
	48	375	35	43	86	86	57	115	408	14	
b											
This is a 'great to have' – makes a difference and can sway my decision	38%	34%	34%	34%	34%	35%	33%	37%	35%	25%	
	83	999	118	140	228	239	124	233	1052	22	
This is a 'nice to have', but I can live without it being offered	24%	30%	33%	34%	27%	31%	33%	23%	29%	29%	
	52	866	115	141	179	212	124	147	888	25	
This is not important to me – don't mind if not offered	14%	20%	18%	17%	23%	20%	16%	18%	19%	19%	
	29	575	62	68	158	142	59	116	588	16	
This is a negative to me	2%	4%	5%	5%	3%	2%	2%	4%	3%	10%	
	5	104	18	19	23	13	9	28	101	9	
										a	
NET: Important (T2B)	60%	47%	44%	44%	47%	47%	48%	55%	48%	42%	
	131	1374	153	182	315	325	180	349	1460	36	
b											
Effective Column n											
	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	17%	22%	15%	18%	17%	18%	16%	17%	17%	
	543	218	325	143	138	144	118	260	283	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	46%	49%	45%	43%	44%	48%	49%	47%	45%	
	1438	481	957	332	352	386	369	700	738	
	-									
This is a 'nice to have', but I can live without it being offered	28%	19%	32%	27%	31%	26%	27%	27%	29%	
	869	188	681	213	246	208	202	399	470	
	-	A								
This is not important to me -- don't mind if not offered	8%	9%	8%	10%	8%	7%	8%	8%	8%	
	252	84	167	80	61	54	57	115	136	
	-									
This is a negative to me	1%	2%	1%	1%	1%	1%	1%	1%	1%	
	36	17	18	11	7	9	9	17	19	
	-									
NET: Important (T2B)	63%	71%	60%	61%	61%	66%	65%	64%	62%	
	1981	699	1282	475	489	530	487	960	1021	
	-	B								
Effective Column n										
	2046	262	1784	510	521	509	506	940	1106	
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	14%	19%	20%	13%	11%	10%	16%	19%	15%	17%	18%	20%	19%	15%	
	66	218	197	35	62	26	283	259	114	169	122	137	348	194	
	f		f		-		-	-					b		
This is a 'great to have' – makes a difference and can sway my decision	53%	45%	47%	40%	41%	41%	48%	43%	49%	47%	45%	42%	47%	44%	
	242	508	467	112	220	109	839	600	376	462	308	291	870	563	
	b d f				-		-	-							
This is a 'nice to have', but I can live without it being offered	24%	28%	24%	36%	36%	36%	26%	30%	27%	26%	29%	31%	26%	30%	
	109	323	244	99	192	93	460	409	205	255	195	214	481	381	
				a c	-	a c	-	-							
This is not important to me – don't mind if not offered	8%	7%	8%	10%	10%	11%	9%	7%	9%	9%	7%	7%	7%	10%	
	36	75	85	27	55	28	151	100	67	84	51	49	127	122	
				-			-	-						a	
This is a negative to me	1%	1%	1%	2%	2%	2%	1%	1%	1%	2%	1%	1%	1%	1%	
	3	12	11	4	10	6	23	13	7	16	8	5	20	16	
				-			-	-							
NET: Important (T2B)	67%	64%	66%	53%	52%	52%	64%	62%	64%	64%	63%	62%	66%	59%	
	309	727	664	147	282	135	1122	859	490	632	431	428	1218	757	
	d F	d f	d f		-		-	-					b		
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 3

	UK nation														Rurality					
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	22%	15%	18%	16%	26%	18%	16%	15%	15%	18%	14%	20%	14%	18%	15%	**				
	57	42	50	43	79	47	57	50	37	462	36	33	11	411	130					
										-										
This is a 'great to have' – makes a difference and can sway my decision	41%	51%	48%	44%	51%	35%	50%	43%	47%	46%	45%	45%	52%	47%	42%	**				
	106	140	136	123	158	94	182	147	118	1204	118	75	41	1083	354					
										-										
This is a 'nice to have', but I can live without it being offered	28%	24%	30%	27%	18%	30%	29%	32%	31%	28%	29%	28%	25%	26%	33%	**				
	72	65	84	74	55	81	105	112	78	726	75	47	20	584	283					
										-					a					
This is not important to me – don't mind if not offered	8%	7%	5%	12%	5%	14%	5%	11%	7%	8%	10%	6%	7%	8%	8%	**				
	20	18	14	35	15	36	18	36	17	209	26	10	6	185	66					
										-										
This is a negative to me	1%	4%	0%	1%	0%	3%	1%	0%	0%	1%	1%	1%	1%	1%	2%	**				
	3	10	0	4	0	9	4	0	1	31	3	1	1	22	13					
										-										
NET: Important (T2B)	63%	66%	65%	60%	77%	53%	66%	57%	62%	63%	59%	65%	66%	65%	57%	**				
	163	181	186	166	237	141	240	197	155	1666	154	109	52	1494	484					
					d F h i k					-				b						
Effective Column n																				
	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient options for the recipient to accept the delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	25%	17%	14%	17%	18%	14%	19%	21%	17%	24%
	54	488	49	70	124	94	71	134	522	21
b										
This is a 'great to have' – makes a difference and can sway my decision	39%	46%	41%	48%	44%	48%	49%	45%	46%	34%
	84	1354	142	196	298	333	182	287	1399	30
This is a 'nice to have', but I can live without it being offered	27%	28%	36%	30%	27%	29%	23%	24%	28%	25%
	58	810	125	124	182	199	87	152	843	21
			e f							
This is not important to me – don't mind if not offered	8%	8%	7%	5%	10%	8%	7%	9%	8%	17%
	17	235	25	21	65	55	28	57	237	14
									a	
This is a negative to me	2%	1%	2%	0%	1%	1%	1%	1%	1%	0%
	4	32	7	1	5	10	5	7	36	0
NET: Important (T2B)	64%	63%	55%	65%	63%	62%	68%	66%	63%	59%
	139	1842	191	266	423	428	252	422	1921	51
						a				
Effective Column n	146	1900	245	271	493	502	264	270	2005	35
Unweighted base	240	3122	403	446	811	825	434	443	3295	58
Weighted base	218	2919	348	411	675	692	372	638	3037	87
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me – a must have	23%	22%	23%	26%	23%	20%	22%	25%	20%		
	712	222	490	203	182	159	168	380	332		
	-							b			
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	39%	34%	38%	44%	39%	38%	39%		
	1222	373	848	264	308	354	295	572	649		
	-					a					
This is a 'nice to have', but I can live without it being offered	27%	23%	29%	27%	28%	27%	26%	27%	27%		
	847	227	620	212	221	217	197	401	445		
	-		a								
This is not important to me – don't mind if not offered	10%	14%	8%	11%	10%	8%	9%	8%	11%		
	303	135	168	89	83	62	68	120	184		
	-	B						a			
This is a negative to me	2%	3%	1%	1%	1%	1%	3%	1%	2%		
	53	31	22	11	8	8	26	18	36		
	-	B					b c				
NET: Important (T2B)	62%	60%	62%	60%	61%	64%	61%	64%	60%		
	1933	595	1338	467	490	513	464	952	981		
	-							b			
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 2

	Age						SEG								Working status	
Column %																
Weighted counts																
Column Comparisons																
This is mandatory to me – a must have	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
	26%	26%	23%	13%	13%	13%	22%	23%	20%	23%	25%	22%	26%	18%		
	117	296	231	35	68	33	389	323	157	232	172	151	477	231		
	D F	D F	d f		-		-	-					B			
This is a 'great to have' – makes a difference and can sway my decision	35%	42%	38%	41%	36%	31%	38%	40%	40%	36%	40%	40%	40%	38%		
	162	479	384	114	197	83	669	553	311	357	272	281	734	482		
					-		-	-								
This is a 'nice to have', but I can live without it being offered	28%	22%	28%	33%	34%	35%	28%	25%	28%	29%	23%	27%	25%	29%		
	129	252	283	92	183	91	499	348	213	287	160	187	468	374		
			b	b	-	b	-	-					a			
This is not important to me – don't mind if not offered	9%	8%	9%	12%	15%	19%	10%	9%	11%	9%	10%	9%	8%	13%		
	41	90	90	33	82	49	174	130	83	91	69	61	139	165		
					-	a B c	-	-					A			
This is a negative to me	2%	2%	2%	1%	2%	2%	1%	2%	1%	2%	2%	2%	2%	2%		
	8	19	16	3	9	6	26	28	6	20	11	16	29	23		
					-		-	-								
NET: Important (T2B)	61%	68%	61%	54%	49%	44%	60%	63%	61%	60%	65%	62%	66%	56%		
	280	775	615	149	264	115	1058	876	469	589	444	432	1211	713		
	F	a c D F	F		-		-	-					B			
Effective Column n																
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867		
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424		
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
	28%	34%	21%	18%	28%	22%	24%	18%	16%	23%	15%	27%	17%	24%	20%	**					
	72	93	61	51	85	60	87	63	41	614	39	46	13	538	172						
	k	d h i K			k					-		k m									
This is a 'great to have' – makes a difference and can sway my decision	37%	35%	40%	33%	44%	38%	41%	38%	41%	39%	40%	36%	45%	39%	38%	**					
	94	96	114	92	135	103	152	132	104	1022	103	61	35	901	319						
										-											
This is a 'nice to have', but I can live without it being offered	23%	24%	27%	32%	22%	26%	25%	30%	31%	27%	30%	27%	30%	25%	32%	**					
	60	67	78	89	67	70	92	102	79	702	76	45	23	578	267						
										-				a							
This is not important to me – don't mind if not offered	11%	5%	10%	14%	6%	11%	8%	11%	10%	9%	14%	8%	8%	10%	10%	**					
	28	13	28	39	20	28	31	37	26	249	35	13	6	222	81						
										-											
This is a negative to me	2%	2%	1%	3%	0%	2%	1%	3%	1%	2%	2%	1%	1%	2%	1%	**					
	4	5	4	7	1	7	4	10	3	46	4	2	1	47	7						
										-											
NET: Important (T2B)	64%	69%	62%	52%	72%	61%	65%	57%	58%	62%	55%	64%	61%	63%	58%	**					
	166	189	175	144	220	163	238	195	145	1636	143	107	48	1439	491						
		d k			d h k					-											
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2					
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4					
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Insurance against damage or loss by Demographics Part 4

Column % Weighted counts Column Comparisons	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	26%	22%	20%	18%	23%	22%	28%	23%	23%	15%	15%
	56	656	71	74	157	155	106	149	698	13	13
This is a 'great to have' – makes a difference and can sway my decision	39%	39%	34%	41%	40%	40%	36%	40%	39%	26%	26%
	84	1138	120	170	268	275	133	257	1196	23	23
This is a 'nice to have', but I can live without it being offered	20%	28%	30%	27%	27%	28%	28%	24%	27%	34%	34%
	44	803	104	110	185	192	105	151	808	29	29
This is not important to me – don't mind if not offered	13%	9%	13%	13%	8%	8%	7%	11%	9%	20%	20%
	28	275	45	53	54	57	26	68	285	17	17
This is a negative to me	3%	2%	2%	1%	2%	2%	1%	2%	2%	5%	5%
	6	47	8	4	12	14	2	13	49	4	4
NET: Important (T2B)	64%	61%	55%	59%	63%	62%	64%	64%	62%	42%	42%
	140	1794	191	244	425	430	238	406	1894	36	36
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	35
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	58
Weighted base	218	2919	348	411	675	692	372	638	3037	87	87
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender		
	Total	CAPI	Online		Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
This is mandatory to me -- a must have	32%	34%	34%	31%	34%	34%	29%	33%	31%	33%
	1012	337	675	675	266	272	228	246	463	548
	-									
This is a 'great to have' -- makes a difference and can sway my decision	45%	46%	45%	42%	45%	48%	46%	45%	46%	46%
	1415	452	963	324	361	384	347	665	750	
	-									
This is a 'nice to have', but I can live without it being offered	18%	15%	19%	19%	17%	19%	17%	19%	17%	17%
	558	146	412	145	134	149	129	276	282	
	-		a							
This is not important to me -- don't mind if not offered	4%	5%	4%	5%	4%	4%	3%	5%	3%	3%
	128	45	83	39	30	34	25	73	55	
	-									
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	24	8	16	5	6	5	8	14	10	
	-									
NET: Important (T2B)	77%	80%	76%	76%	79%	76%	78%	76%	79%	79%
	2427	789	1638	590	633	612	592	1129	1298	
	-									
Effective Column n										
	2046	262	1784	510	521	509	506	940	1106	
	-									
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 2

	Age					SEG										Working status			
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
This is mandatory to me – a must have	29%	29%	37%	36%	34%	32%	34%	30%	30%	36%	29%	31%	33%	32%					
	134	325	368	101	185	84	595	417	235	360	199	218	607	404					
	b																		
This is a 'great to have' – makes a difference and can sway my decision	44%	47%	44%	42%	45%	47%	43%	48%	45%	42%	50%	45%	44%	47%					
	199	535	441	118	240	123	759	656	349	410	341	316	808	599					
	d																		
This is a 'nice to have', but I can live without it being offered	20%	19%	16%	18%	16%	14%	18%	18%	19%	16%	16%	20%	18%	17%					
	94	213	163	51	88	37	312	246	149	162	110	137	341	216					
This is not important to me – don't mind if not offered	6%	5%	3%	3%	4%	6%	4%	4%	4%	4%	4%	3%	4%	4%					
	27	51	27	7	22	15	74	53	33	42	30	23	74	52					
This is a negative to me	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	1%	0%					
	3	12	5	1	3	3	17	7	4	12	5	2	18	5					
NET: Important (T2B)	73%	76%	81%	79%	79%	79%	77%	78%	76%	78%	79%	77%	77%	79%					
	333	860	809	219	425	207	1354	1073	583	770	539	534	1415	1002					
Effective Column n	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867					
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424					
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 3

Column %	UK nation															Rurality				
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Column Comparisons																				
This is mandatory to me – a must have	37%	31%	32%	34%	33%	29%	25%	30%	31%	31%	38%	41%	35%	32%	34%	**				
	95	84	92	95	101	78	90	103	78	817	97	69	28	726	285					
										-		8								
This is a 'great to have' – makes a difference and can sway my decision	40%	43%	44%	44%	44%	43%	49%	50%	50%	45%	44%	43%	43%	45%	45%	**				
	104	118	126	122	134	116	179	173	125	1196	113	72	34	1034	379					
										-										
This is a 'nice to have', but I can live without it being offered	19%	21%	16%	17%	20%	22%	20%	17%	13%	19%	13%	13%	20%	18%	17%	**				
	50	59	46	48	62	58	74	59	33	489	33	21	15	412	145					
										-										
This is not important to me – don't mind if not offered	3%	4%	7%	4%	3%	3%	6%	2%	6%	4%	5%	1%	2%	4%	4%	**				
	8	11	20	11	10	9	20	7	14	111	13	3	1	95	33					
										-										
This is a negative to me	0%	1%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	**				
	1	3	0	3	0	6	2	2	2	19	2	2	0	19	5					
										-										
NET: Important (T2B)	77%	74%	77%	78%	76%	73%	74%	80%	80%	76%	81%	85%	78%	77%	78%	**				
	199	202	219	217	235	194	269	276	203	2014	211	142	61	1760	664					
										-										
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
This is mandatory to me – a must have	24%	33%	29%	36%	33%	31%	32%	32%	32%	27%		
	52	959	101	148	223	217	118	204	987	24		
	a											
This is a 'great to have' – makes a difference and can sway my decision	47%	45%	48%	43%	45%	41%	45%	49%	45%	40%		
	101	1314	167	178	305	286	166	313	1371	35		
This is a 'nice to have', but I can live without it being offered	21%	18%	19%	17%	17%	22%	16%	15%	17%	29%		
	45	513	68	72	115	151	60	93	530	25		
	a											
This is not important to me – don't mind if not offered	7%	4%	2%	3%	4%	4%	7%	3%	4%	3%		
	16	112	9	13	29	29	26	22	125	3		
This is a negative to me	1%	1%	1%	0%	1%	1%	1%	1%	1%	0%		
	3	21	3	0	4	8	2	6	24	0		
NET: Important (T2B)	71%	78%	77%	79%	78%	73%	76%	81%	78%	68%		
	154	2273	268	326	528	504	284	517	2358	59		
	a											
Effective Column n												
	146	1900	245	271	493	502	264	270	2005	35		
Unweighted base	240	3122	403	446	811	825	434	443	3295	58		
Weighted base	218	2919	348	411	675	692	372	638	3037	87		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me – a must have	42%	41%	43%	41%	46%	38%	45%	38%	46%	
	1328	410	918	318	370	301	340	572	756	
This is a 'great to have' – makes a difference and can sway my decision	-	c				A				
	40%	43%	38%	40%	36%	44%	39%	41%	39%	
	1246	425	821	312	288	349	296	609	637	
This is a 'nice to have', but I can live without it being offered	-	b								
	15%	11%	16%	15%	15%	15%	13%	17%	13%	
	458	110	348	115	123	124	96	250	208	
This is not important to me – don't mind if not offered	-	a				b				
	3%	4%	3%	4%	3%	3%	2%	3%	3%	
	93	36	58	32	20	22	19	51	42	
This is a negative to me	-									
	0%	1%	0%	0%	0%	1%	1%	1%	0%	
	11	8	4	1	1	5	4	9	2	
NET: Important (T2B)	-	b								
	82%	84%	81%	81%	82%	81%	84%	79%	85%	
	2574	835	1739	630	658	650	636	1181	1393	
Effective Column n	-					a				
	2046	262	1784	510	521	509	506	940	1106	
Unweighted base	3362	430	2932	838	856	836	832	1545	1817	
Weighted base	3137	989	2148	778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	42%	43%	45%	45%	37%	37%	37%	43%	42%	39%	46%	41%	42%	44%	40%	
	192	484	454	101	197	96	755	573	304	451	284	289	816	509		
					-		-									
This is a 'great to have' – makes a difference and can sway my decision	39%	38%	40%	43%	44%	44%	40%	40%	41%	39%	40%	40%	39%	38%	42%	
	179	434	397	120	235	116	699	547	318	381	273	274	709	532		
					-		-									
This is a 'nice to have', but I can live without it being offered	15%	15%	12%	17%	17%	17%	14%	16%	16%	12%	15%	16%	13%	16%		
	70	176	120	47	92	45	242	216	120	121	104	112	245	208		
					-		-									
This is not important to me – don't mind if not offered	3%	3%	3%	3%	3%	2%	3%	3%	3%	2%	3%	3%	4%	2%		
	15	33	31	9	15	5	51	43	27	24	23	20	67	26		
					-		-						b			
This is a negative to me	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%		
	1	9	1	0	0	0	10	2	1	9	0	2	11	1		
					-		-						b			
NET: Important (T2B)	81%	81%	85%	80%	80%	81%	83%	81%	81%	84%	81%	81%	83%	82%		
	371	919	852	221	432	212	1454	1120	622	832	557	563	1524	1040		
					-		-									
Effective Column n	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867		
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424		
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 3

Column %	UK nation													Rurality					
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Column Comparisons																			
This is mandatory to me – a must have	45%	49%	43%	48%	45%	39%	34%	40%	46%	43%	36%	47%	44%	42%	44%	**			
	115	134	122	134	138	104	123	138	115	1122	93	79	34	957	369				
										-									
This is a 'great to have' – makes a difference and can sway my decision	38%	35%	39%	30%	44%	37%	46%	43%	39%	40%	43%	38%	41%	41%	38%	**			
	98	97	112	83	135	100	168	150	98	1040	110	64	32	927	318				
										-									
This is a 'nice to have', but I can live without it being offered	15%	14%	16%	14%	8%	20%	17%	14%	13%	15%	16%	11%	13%	14%	17%	**			
	38	39	45	40	25	54	63	49	33	386	42	19	10	316	140				
										-									
This is not important to me – don't mind if not offered	2%	1%	1%	8%	3%	3%	3%	3%	2%	3%	5%	3%	2%	3%	2%	**			
	6	1	4	21	9	7	11	9	6	75	12	5	1	75	18				
										-									
This is a negative to me	0%	1%	1%	0%	0%	1%	0%	0%	0%	0%	1%	1%	0%	0%	0%	**			
	0	3	2	0	0	3	1	0	0	9	2	1	0	10	1				
										-									
NET: Important (T2B)	83%	84%	82%	78%	89%	76%	80%	83%	84%	82%	78%	85%	85%	82%	81%	**			
	213	231	233	217	273	203	291	288	213	2162	203	142	67	1884	687				
										-									
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2			
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4			
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of postage/dispatch by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	35%	43%	44%	38%	42%	42%	44%	44%	43%	30%	
	77	1251	152	156	286	290	165	278	1298	26	
This is a 'great to have' – makes a difference and can sway my decision	42%	40%	35%	44%	40%	39%	37%	43%	40%	47%	
	91	1155	122	181	267	267	136	273	1200	40	
This is a 'nice to have', but I can live without it being offered	18%	14%	17%	15%	14%	17%	16%	11%	14%	20%	
	39	419	61	60	91	114	58	73	437	18	
This is not important to me – don't mind if not offered	5%	3%	4%	3%	4%	3%	3%	2%	3%	2%	
	11	82	12	11	29	18	12	11	91	2	
This is a negative to me	0%	0%	0%	1%	0%	0%	0%	0%	0%	1%	
	0	11	1	2	2	3	1	3	11	1	
NET: Important (T2B)	77%	82%	79%	82%	82%	80%	81%	86%	82%	77%	
	168	2406	274	337	553	557	302	551	2498	67	
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology				Quarter				Gender		
	Total	CAPI	Online		Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	39%	43%	37%		39%	40%	39%	39%	37%	41%	
	1229	428	801		300	323	315	292	550	679	
	-	b								a	
This is a 'great to have' -- makes a difference and can sway my decision	38%	36%	39%		37%	36%	38%	40%	39%	37%	
	1190	359	831		291	292	302	305	585	606	
	-										
This is a 'nice to have', but I can live without it being offered	18%	14%	20%		20%	19%	19%	15%	19%	17%	
	569	136	433		155	154	149	111	287	282	
	-		A								
This is not important to me -- don't mind if not offered	4%	6%	4%		4%	4%	4%	6%	4%	4%	
	133	56	77		30	29	31	43	62	71	
	-	b									
This is a negative to me	0%	1%	0%		0%	1%	1%	0%	0%	0%	
	15	10	5		2	6	4	3	7	8	
	-	b									
NET: Important (T2B)	77%	80%	76%		76%	77%	77%	79%	76%	78%	
	2420	787	1632		591	615	617	597	1135	1285	
	-										
Effective Column n											
	2046	262	1784		510	521	509	506	940	1106	
Unweighted base	3362	430	2932		838	856	836	832	1545	1817	
Weighted base	3137	989	2148		778	803	800	755	1491	1646	
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	42%	40%	42%	32%	28%	25%	39%	39%	37%	41%	38%	41%	41%	36%	
	192	458	426	89	153	64	687	543	285	402	260	283	761	464	
	F	F	d F				-	-					b		
This is a 'great to have' – makes a difference and can sway my decision	36%	39%	37%	38%	39%	40%	38%	38%	40%	37%	39%	37%	38%	38%	
	164	446	369	106	212	106	670	520	310	360	265	255	705	480	
							-	-							
This is a 'nice to have', but I can live without it being offered	18%	16%	16%	23%	27%	30%	18%	19%	17%	18%	20%	18%	16%	21%	
	80	187	158	64	143	79	309	260	131	177	135	125	299	267	
						a B C	-	-					a		
This is not important to me – don't mind if not offered	5%	3%	5%	6%	5%	5%	5%	4%	5%	4%	3%	4%	4%	5%	
	21	37	46	16	29	12	81	52	42	39	22	30	72	58	
							-	-							
This is a negative to me	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	1%	0%	
	1	9	4	1	1	1	10	6	2	8	2	4	9	6	
NET: Important (T2B)	78%	80%	79%	70%	68%	65%	77%	77%	77%	77%	77%	77%	79%	74%	
	355	904	795	195	366	170	1357	1063	595	762	525	538	1466	944	
	f	d F	d F		-		-	-					b		
Effective Column n															
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867	
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424	
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Column Comparisons																				
This is mandatory to me – a must have	47%	45%	41%	38%	45%	35%	32%	36%	41%	40%	32%	43%	38%	40%	36%	**				
	121	123	115	106	139	95	118	125	103	1044	84	72	30	923	303					
This is a 'great to have' – makes a difference and can sway my decision	36%	34%	40%	34%	38%	37%	41%	40%	35%	38%	41%	39%	42%	37%	41%	**				
	93	94	114	96	116	99	149	139	89	987	105	65	33	844	346					
This is a 'nice to have', but I can live without it being offered	13%	16%	14%	19%	15%	22%	24%	21%	19%	18%	18%	13%	19%	18%	19%	**				
	33	45	40	53	46	59	87	74	49	486	46	22	15	406	162					
This is not important to me – don't mind if not offered	3%	3%	5%	9%	2%	4%	3%	2%	4%	4%	8%	4%	2%	4%	4%	**				
	9	9	16	24	6	11	10	8	11	104	21	7	1	100	33					
This is a negative to me	1%	1%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	**				
	2	3	1	0	1	3	1	0	1	12	2	1	0	13	2					
NET: Important (T2B)	83%	79%	80%	72%	83%	72%	73%	76%	76%	77%	73%	82%	80%	77%	77%	**				
	214	217	229	201	255	194	267	263	192	2031	189	137	63	1767	649					
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Proof of receipt/delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	32%	40%	41%	35%	38%	37%	41%	43%	39%	37%	
	70	1159	141	143	257	259	153	277	1196	32	
This is a 'great to have' – makes a difference and can sway my decision	43%	38%	35%	40%	36%	42%	38%	36%	38%	24%	
	94	1096	121	163	246	288	140	233	1163	21	
This is a 'nice to have', but I can live without it being offered	18%	18%	19%	21%	21%	16%	17%	16%	18%	34%	
	39	530	65	86	139	111	64	104	534	30	
This is not important to me – don't mind if not offered	6%	4%	6%	4%	4%	4%	3%	4%	4%	5%	
	13	120	20	17	30	29	12	25	129	4	
This is a negative to me	1%	0%	0%	1%	1%	1%	1%	0%	1%	0%	
	1	14	1	2	4	5	3	0	15	0	
NET: Important (T2B)	75%	77%	75%	74%	74%	79%	79%	80%	78%	61%	
	164	2256	262	306	503	547	293	509	2359	53	
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	42%	51%	38%	43%	41%	43%	43%	41%	44%		
	1333	508	825	333	330	348	321	613	720		
	-	B									
This is a 'great to have' -- makes a difference and can sway my decision	39%	36%	40%	38%	40%	38%	39%	39%	38%		
	1211	353	859	294	319	303	295	578	633		
	-										
This is a 'nice to have', but I can live without it being offered	16%	9%	19%	15%	17%	16%	14%	16%	15%		
	487	89	398	118	133	128	108	241	246		
	-		A								
This is not important to me -- don't mind if not offered	3%	3%	3%	4%	2%	2%	3%	3%	3%		
	87	30	57	30	18	16	23	45	42		
	-										
This is a negative to me	1%	1%	0%	0%	0%	1%	1%	1%	0%		
	19	9	9	3	3	5	8	14	5		
	-										
NET: Important (T2B)	81%	87%	78%	81%	81%	81%	82%	80%	82%		
	2544	860	1684	627	649	651	616	1191	1353		
	-	B									
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 2

	Age					SEG										Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE		AB	C1		C2	DE	Working	Not working		
This is mandatory to me – a must have	43%	43%	47%	37%	34%	30%	44%	41%	40%	47%	38%	44%	45%	39%				
	197	483	471	103	182	79	766	567	307	459	263	303	835	497				
	f	f	F				-	-							b			
This is a 'great to have' – makes a difference and can sway my decision	35%	37%	38%	41%	44%	48%	37%	40%	42%	34%	44%	36%	37%	41%				
	162	426	385	113	239	126	655	556	322	332	303	253	688	517				
					-	a b	-	-	d		D f							
This is a 'nice to have', but I can live without it being offered	19%	16%	12%	18%	19%	20%	16%	16%	14%	17%	13%	18%	14%	17%				
	85	185	116	49	101	51	272	215	105	167	88	127	263	218				
	c	c		-	-	c	-	-										
This is not important to me – don't mind if not offered	3%	3%	3%	3%	2%	2%	3%	3%	4%	2%	4%	1%	3%	3%				
	13	30	30	9	13	4	52	35	30	22	25	10	48	38				
				-			-	-										
This is a negative to me	0%	1%	0%	1%	1%	0%	1%	1%	1%	1%	1%	0%	1%	0%				
	1	12	1	3	4	1	11	8	5	6	5	3	13	6				
				-	-		-	-										
NET: Important (T2B)	78%	80%	85%	78%	78%	78%	81%	81%	82%	80%	83%	80%	82%	79%				
	358	909	856	216	421	205	1421	1123	630	791	566	557	1523	1014				
				-	-		-	-										
Effective Column n																		
	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867				
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424				
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 3

Column % Weighted counts Column Comparisons	UK nation														Rurality					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	42%	49%	43%	48%	45%	40%	35%	40%	37%	42%	42%	51%	42%	44%	39%	**				
	109	136	123	133	138	108	129	138	94	1108	107	84	33	1004	327					
This is a 'great to have' – makes a difference and can sway my decision	35%	31%	41%	33%	41%	37%	43%	43%	43%	39%	39%	35%	41%	37%	42%	**				
	91	85	116	92	124	99	157	147	107	1019	101	59	32	855	355					
This is a 'nice to have', but I can live without it being offered	19%	16%	13%	18%	13%	20%	15%	16%	17%	16%	13%	10%	15%	15%	16%	**				
	48	45	38	49	40	53	56	54	42	424	34	17	12	348	138					
This is not important to me – don't mind if not offered	2%	1%	2%	2%	2%	1%	5%	2%	4%	2%	6%	3%	3%	3%	3%	**				
	6	4	6	4	5	4	19	6	10	64	15	6	2	64	23					
This is a negative to me	1%	2%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%	0%	1%	0%	**				
	2	5	2	0	0	3	4	0	0	16	1	1	0	14	4					
NET: Important (T2B)	78%	81%	84%	81%	85%	78%	78%	83%	80%	81%	81%	86%	82%	81%	80%	**				
	200	221	239	225	262	207	286	285	201	2128	208	143	65	1860	681					
Effective Column n	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	33%	43%	41%	43%	38%	42%	47%	45%	43%	34%
	73	1260	141	176	257	294	176	288	1303	29
	a									
This is a 'great to have' – makes a difference and can sway my decision	40%	38%	35%	38%	41%	39%	38%	38%	38%	49%
	88	1123	123	157	278	268	142	243	1166	42
This is a 'nice to have', but I can live without it being offered	21%	15%	21%	15%	18%	16%	11%	13%	15%	14%
	45	442	75	62	118	108	40	85	466	12
	e									
This is not important to me – don't mind if not offered	5%	3%	3%	4%	3%	2%	3%	2%	3%	3%
	10	77	9	15	19	16	12	16	83	2
This is a negative to me	1%	1%	0%	0%	0%	1%	1%	1%	1%	0%
	2	17	1	0	3	6	2	7	19	0
NET: Important (T2B)	74%	82%	76%	81%	79%	81%	85%	83%	81%	83%
	160	2384	264	333	535	562	318	531	2469	72
	a									
Effective Column n										
	146	1900	245	271	493	502	264	270	2005	35
Unweighted base	240	3122	403	446	811	825	434	443	3295	58
Weighted base	218	2919	348	411	675	692	372	638	3037	87
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	25%	34%	21%	27%	24%	27%	23%	26%	24%		
	786	339	447	210	191	214	171	391	395		
	-	B									
This is a 'great to have' -- makes a difference and can sway my decision	37%	39%	36%	35%	36%	37%	40%	37%	37%		
	1158	381	778	273	289	292	304	546	613		
	-										
This is a 'nice to have', but I can live without it being offered	25%	15%	29%	26%	27%	24%	23%	25%	25%		
	782	151	632	206	218	189	170	371	411		
	-	A									
This is not important to me -- don't mind if not offered	11%	10%	12%	9%	12%	11%	12%	10%	12%		
	347	95	252	69	97	90	91	154	193		
	-										
This is a negative to me	2%	2%	2%	3%	1%	2%	3%	2%	2%		
	63	23	40	20	8	15	20	29	34		
	-										
NET: Important (T2B)	62%	73%	57%	62%	60%	63%	63%	63%	61%		
	1944	720	1224	483	480	506	474	936	1008		
	-	B									
Effective Column n											
	2046	262	1784	510	521	509	506	940	1106		
Unweighted base	3362	430	2932	838	856	836	832	1545	1817		
Weighted base	3137	989	2148	778	803	800	755	1491	1646		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 2

	Age					SEG								Working status		
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	19%	26%	29%	25%	21%	16%	27%	23%	26%	28%	24%	21%	27%	22%		
	86	291	295	70	113	43	474	312	201	273	163	150	503	283		
	a f		a f				-		-				b			
This is a 'great to have' – makes a difference and can sway my decision	37%	38%	38%	32%	34%	36%	35%	39%	39%	33%	38%	40%	36%	38%		
	170	429	378	88	181	93	622	537	299	323	257	279	672	481		
This is a 'nice to have', but I can live without it being offered	30%	26%	21%	27%	26%	25%	24%	26%	25%	23%	24%	28%	24%	26%		
	139	290	212	75	141	66	422	360	193	229	166	195	446	328		
	c															
This is not important to me – don't mind if not offered	12%	9%	11%	13%	14%	15%	12%	10%	9%	14%	12%	9%	11%	11%		
	55	106	111	36	74	38	204	143	67	137	81	61	200	146		
This is a negative to me	2%	2%	1%	3%	5%	8%	2%	2%	1%	2%	3%	2%	1%	3%		
	7	20	6	8	29	21	34	29	10	25	17	11	25	38		
			c		-		A B C		-						a	
NET: Important (T2B)	56%	63%	67%	57%	55%	52%	62%	61%	65%	60%	61%	62%	64%	60%		
	256	720	674	158	294	137	1095	849	500	595	420	429	1175	763		
	a f		a d f		-		-		-							
Effective Column n	297	739	661	208	348	140	1174	872	537	637	414	458	1169	867		
Unweighted base	488	1215	1087	342	572	230	1929	1433	882	1047	681	752	1921	1424		
Weighted base	457	1137	1004	277	539	262	1756	1380	770	986	684	696	1847	1275		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons																				
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	32%	32%	20%	28%	33%	20%	17%	25%	22%	25%	20%	32%	20%	25%	26%	**				
	82	89	56	77	103	54	62	85	55	664	53	54	16	568	217					
	g k	c g k			c f G k					-		c g k m								
This is a 'great to have' – makes a difference and can sway my decision	34%	30%	35%	30%	39%	39%	47%	36%	40%	37%	37%	33%	43%	38%	33%	**				
	87	83	99	84	119	104	173	123	101	973	96	56	34	875	283					
							b d			-										
This is a 'nice to have', but I can live without it being offered	23%	25%	25%	26%	18%	23%	30%	26%	28%	25%	24%	24%	26%	25%	24%	**				
	59	69	72	73	56	62	110	88	70	660	62	41	20	574	206					
										-										
This is not important to me – don't mind if not offered	10%	8%	18%	11%	9%	14%	5%	13%	9%	11%	16%	9%	11%	10%	14%	**				
	27	21	51	31	28	38	17	45	24	282	42	15	9	228	119					
			G			g		g		-	G				a					
This is a negative to me	1%	4%	2%	5%	1%	3%	1%	1%	1%	2%	2%	1%	0%	2%	3%	**				
	3	11	7	13	2	9	4	3	2	55	6	2	0	41	22					
										-										
NET: Important (T2B)	65%	63%	55%	58%	72%	59%	64%	60%	62%	62%	58%	66%	63%	63%	59%	**				
	168	172	155	161	222	158	235	208	156	1636	149	110	49	1443	500					
										-										
Effective Column n																				
	125	138	139	138	142	134	186	156	124	1281	263	260	242	1365	678	2				
Unweighted base	205	227	228	226	234	220	305	257	203	2105	432	428	397	2244	1114	4				
Weighted base	257	274	285	279	307	268	365	345	252	2633	259	167	79	2286	847	4				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QD10a: Below, is a list of factors people tell us they consider when sending parcels. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	23%	25%	23%	25%	23%	22%	32%	28%	25%	30%	
	51	735	80	101	155	154	119	176	757	26	
						c d					
This is a 'great to have' – makes a difference and can sway my decision	43%	36%	34%	36%	37%	36%	38%	40%	37%	38%	
	93	1065	118	148	247	248	141	256	1120	33	
This is a 'nice to have', but I can live without it being offered	25%	25%	27%	27%	25%	27%	20%	23%	25%	21%	
	55	727	96	113	167	184	76	147	760	18	
This is not important to me – don't mind if not offered	6%	11%	12%	10%	13%	14%	10%	7%	11%	7%	
	13	334	40	42	90	94	36	45	340	6	
	a			f	f						
This is a negative to me	2%	2%	4%	2%	2%	2%	0%	2%	2%	3%	
	5	58	13	7	16	12	0	15	61	3	
		e									
NET: Important (T2B)	66%	62%	57%	61%	60%	58%	70%	68%	62%	68%	
	144	1800	199	250	402	402	260	431	1877	59	
					a c d		d				
Effective Column n	146	1900	245	271	493	502	264	270	2005	35	
Unweighted base	240	3122	403	446	811	825	434	443	3295	58	
Weighted base	218	2919	348	411	675	692	372	638	3037	87	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who sent parcels, Items requiring a signature or other important items involving postal or delivery services in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service

Row %						
Weighted counts	This is mandatory to me – a must have	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T2B)
Guaranteed delivery to recipient's door	49%	34%	13%	3%	1%	84%
	1500	1036	380	99	19	2536
Low cost	36%	43%	17%	3%	1%	79%
	1092	1309	518	97	18	2401
Same price to send to anywhere within the UK	39%	40%	16%	5%	0%	79%
	1179	1205	492	144	14	2384
Delivery within 3 days	38%	41%	17%	3%	1%	78%
	1147	1230	529	90	38	2377
Convenient to post (within mile)	38%	40%	17%	4%	1%	78%
	1144	1228	508	129	26	2372
Fast delivery	31%	43%	22%	4%	1%	73%
	936	1290	656	134	18	2226
Daily collection service	37%	35%	19%	7%	1%	72%
	1129	1068	589	214	33	2198
Next day delivery option	20%	40%	29%	9%	1%	60%
	613	1215	886	287	32	1828

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology				Quarter				Gender		
	Total	CAPI	Online		Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	36%	34%	34%	38%	37%	32%	42%	37%	33%	38%	
	1092	414	678	192	318	216	366	497	595		
	-						b			a	
This is a 'great to have' -- makes a difference and can sway my decision	43%	45%	42%	41%	46%	37%	45%	43%	43%		
	1309	554	755	214	461	190	444	637	672		
	-				c						
This is a 'nice to have', but I can live without it being offered	17%	16%	18%	19%	18%	19%	15%	20%	15%		
	518	199	319	102	176	96	144	291	227		
	-							b			
This is not important to me -- don't mind if not offered	3%	4%	3%	3%	4%	2%	3%	4%	3%		
	97	49	48	17	43	11	26	52	45		
	-										
This is a negative to me	1%	1%	0%	0%	0%	1%	1%	1%	1%		
	18	12	6	2	5	5	5	9	9		
	-										
NET: Important (T2B)	79%	79%	79%	77%	78%	78%	82%	76%	82%		
	2401	968	1433	406	779	406	810	1134	1267		
	-									a	
Effective Column n											
	1737	324	1413	303	575	299	560	830	907		
Unweighted base	2973	555	2418	519	984	512	958	1420	1553		
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 2

	Age				SEG										Working status				
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
This is mandatory to me – a must have	29%	38%	36%	40%	38%	35%	34%	38%	34%	34%	36%	39%	36%	36%					
	122	368	351	137	252	114	552	540	237	315	235	304	555	535					
This is a 'great to have' – makes a difference and can sway my decision	50%	43%	43%	38%	39%	41%	43%	43%	41%	45%	43%	43%	43%	44%					
	212	420	415	128	262	134	697	612	284	413	275	337	661	645					
This is a 'nice to have', but I can live without it being offered	18%	14%	17%	19%	20%	21%	18%	16%	20%	17%	17%	15%	16%	17%					
	76	141	166	66	135	69	296	223	139	157	108	114	253	256					
This is not important to me – don't mind if not offered	3%	3%	4%	3%	3%	3%	3%	3%	4%	2%	4%	3%	4%	2%					
	12	29	38	9	19	10	51	47	28	22	23	24	61	36					
This is a negative to me	1%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	1%	0%					
	3	14	1	0	0	0	13	5	1	12	3	2	15	2					
NET: Important (T2B)	79%	81%	79%	78%	77%	76%	78%	81%	76%	79%	79%	82%	79%	80%					
	334	787	766	265	513	248	1249	1152	521	728	511	641	1216	1180					
Effective Column n																			
	248	571	573	186	345	160	966	771	427	539	339	432	881	846					
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448					
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	39%	40%	36%	43%	37%	34%	31%	35%	35%	37%	25%	42%	41%	37%	34%	**					
	108	113	90	126	101	97	105	105	87	931	60	63	37	824	267						
	k		k						-		K		k								
This is a 'great to have' – makes a difference and can sway my decision	46%	37%	39%	43%	46%	44%	46%	42%	42%	43%	47%	39%	46%	42%	46%	**					
	128	104	98	125	128	124	156	128	104	1094	114	59	42	952	356						
									-												
This is a 'nice to have', but I can live without it being offered	15%	15%	20%	12%	15%	17%	20%	19%	17%	17%	22%	16%	12%	17%	16%	**					
	41	43	51	35	41	50	68	57	43	430	52	24	11	393	124						
									-												
This is not important to me – don't mind if not offered	1%	6%	3%	2%	1%	3%	2%	3%	6%	3%	5%	3%	1%	3%	3%	**					
	2	17	9	6	4	10	6	10	15	79	13	4	1	71	26						
									-												
This is a negative to me	0%	2%	1%	0%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	**					
	0	5	2	1	2	3	1	0	0	15	3	1	0	17	1						
									-												
NET: Important (T2B)	85%	77%	75%	86%	83%	78%	78%	77%	77%	79%	72%	81%	86%	79%	80%	**					
	236	217	188	250	229	221	260	233	191	2025	174	123	79	1776	623						
									-												
Effective Column n																					
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2					
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3					
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Low cost by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	39%	36%	41%	38%	35%	33%	38%	34%	36%	32%	
	64	1027	161	159	206	190	108	268	1029	60	
This is a 'great to have' – makes a difference and can sway my decision	41%	43%	42%	44%	43%	44%	40%	44%	43%	48%	
	67	1242	164	185	250	252	115	345	1216	91	
This is a 'nice to have', but I can live without it being offered	13%	17%	13%	16%	19%	19%	17%	17%	17%	17%	
	22	496	51	67	110	111	49	130	481	33	
This is not important to me – don't mind if not offered	6%	3%	4%	2%	3%	3%	5%	3%	3%	2%	
	9	88	15	7	20	16	13	26	93	4	
This is a negative to me	2%	1%	0%	0%	0%	1%	1%	1%	1%	0%	
	2	15	1	0	0	6	2	8	18	0	
NET: Important (T2B)	80%	79%	83%	82%	78%	77%	78%	79%	79%	80%	
	131	2269	324	344	456	442	222	612	2245	151	
Effective Column n	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	31%	35%	28%	29%	28%	36%	32%	29%	33%	
	936	433	503	152	278	189	318	425	511	
	-	B			b				a	
This is a 'great to have' -- makes a difference and can sway my decision	43%	42%	43%	46%	43%	42%	41%	41%	44%	
	1290	522	768	241	430	219	400	616	674	
	-									
This is a 'nice to have', but I can live without it being offered	22%	16%	25%	19%	24%	16%	23%	25%	18%	
	656	202	454	102	244	82	228	374	283	
	-		A		c		c	B		
This is not important to me -- don't mind if not offered	4%	5%	4%	5%	5%	5%	3%	4%	5%	
	134	61	73	28	45	26	34	60	73	
	-									
This is a negative to me	1%	1%	0%	1%	1%	1%	1%	1%	0%	
	18	9	9	4	6	3	5	11	7	
	-									
NET: Important (T2B)	73%	78%	70%	75%	71%	79%	73%	70%	77%	
	2226	955	1271	393	708	408	717	1041	1184	
	-	B							a	
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 2

	Age					SEG					Working status				
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me -- a must have	29%	33%	32%	30%	27%	23%	31%	30%	31%	31%	30%	30%	33%	29%	
	124	319	316	102	178	76	501	435	214	288	197	238	505	427	
					-		-	-							
This is a 'great to have' -- makes a difference and can sway my decision	43%	44%	44%	37%	38%	40%	44%	41%	47%	42%	45%	37%	44%	41%	
	181	428	427	124	254	130	709	581	324	385	291	289	680	607	
					-		-	-	f						
This is a 'nice to have', but I can live without it being offered	24%	18%	20%	27%	27%	28%	20%	24%	19%	20%	20%	27%	19%	24%	
	103	175	196	91	182	90	318	338	131	187	129	209	295	355	
			b		-	b	-	-				c d e		a	
This is not important to me -- don't mind if not offered	4%	4%	3%	7%	8%	9%	4%	5%	3%	5%	4%	5%	3%	5%	
	15	38	29	22	51	29	68	66	19	48	25	41	52	80	
					-	b c	-	-						a	
This is a negative to me	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	1%	0%	
	1	11	3	0	3	2	12	6	1	11	3	3	12	6	
					-		-	-							
NET: Important (T2B)	72%	77%	76%	66%	65%	63%	75%	71%	78%	73%	76%	68%	77%	70%	
	305	747	742	226	432	206	1211	1015	538	672	488	527	1185	1033	
		d F	d f		-		-	-	f		f		b		
Effective Column n															
	248	571	573	186	345	160	966	771	427	539	339	432	881	846	
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448	
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 3

Column %	UK nation															Rurality				
Weighted counts																				
Column Comparisons																				
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	35%	35%	31%	27%	36%	25%	28%	29%	32%	31%	24%	36%	43%	31%	29%	**				
	97	99	77	79	99	70	92	89	81	784	58	54	39	710	226					
										-			k							
This is a 'great to have' – makes a difference and can sway my decision	39%	39%	33%	39%	41%	45%	47%	45%	48%	42%	48%	44%	41%	42%	43%	**				
	110	112	83	114	114	126	158	134	118	1069	117	66	38	955	333					
										-										
This is a 'nice to have', but I can live without it being offered	23%	21%	29%	27%	17%	25%	22%	20%	17%	22%	21%	17%	14%	21%	24%	**				
	63	58	72	80	47	72	74	59	43	567	51	25	12	472	183					
										-										
This is not important to me – don't mind if not offered	3%	3%	7%	7%	5%	4%	3%	6%	2%	4%	6%	3%	1%	5%	4%	**				
	9	9	16	21	14	12	11	18	4	113	14	5	1	103	31					
										-										
This is a negative to me	0%	2%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	0%	1%	0%	**				
	0	5	1	0	2	3	1	1	2	15	2	1	0	17	1					
										-										
NET: Important (T2B)	74%	75%	64%	66%	77%	69%	75%	74%	80%	73%	72%	80%	85%	74%	72%	**				
	208	211	160	193	213	197	250	223	199	1853	175	121	77	1665	559					
										-										
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2				
										-										
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3				
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Fast delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	32%	31%	33%	31%	27%	23%	40%	35%	31%	32%
	53	883	130	130	157	131	116	271	871	61
			d			c D	d			
This is a 'great to have' – makes a difference and can sway my decision	41%	43%	34%	40%	43%	48%	42%	44%	44%	28%
	67	1223	132	166	254	276	120	341	1238	52
					a			b		
This is a 'nice to have', but I can live without it being offered	21%	22%	26%	25%	24%	23%	16%	17%	21%	31%
	34	622	102	105	139	132	46	131	593	58
									a	
This is not important to me – don't mind if not offered	4%	4%	6%	3%	6%	5%	2%	3%	4%	9%
	7	127	25	15	33	30	4	27	117	17
									a	
This is a negative to me	2%	1%	0%	1%	1%	1%	0%	1%	1%	0%
	4	14	2	3	4	4	0	7	18	0
	b									
NET: Important (T2B)	73%	73%	67%	71%	70%	71%	82%	79%	74%	60%
	120	2106	262	296	411	408	236	612	2109	113
						A b c d	a c d	b		
Effective Column n	106	1631	235	238	391	382	195	296	1676	56
Unweighted base	181	2792	402	407	669	654	334	507	2869	95
Weighted base	165	2869	391	419	587	574	286	777	2836	188
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 1

Column %	Methodology			Quarter			Gender			
	Weighted counts			Column Comparisons			Column Comparisons			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me – a must have	20%	25%	17%	21%	16%	24%	23%	19%	22%	
	613	313	300	108	158	122	225	276	337	
	-	B				b	b			
This is a 'great to have' – makes a difference and can sway my decision	40%	40%	40%	40%	42%	38%	39%	40%	40%	
	1215	497	718	213	420	196	385	592	622	
	-									
This is a 'nice to have', but I can live without it being offered	29%	23%	34%	30%	31%	28%	27%	30%	28%	
	886	281	605	159	314	146	268	452	435	
	-	A								
This is not important to me – don't mind if not offered	9%	10%	9%	8%	10%	10%	10%	10%	9%	
	287	120	168	42	101	49	94	152	136	
	-									
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	32	17	15	5	10	5	13	15	18	
	-									
NET: Important (T2B)	60%	66%	56%	61%	58%	61%	62%	58%	62%	
	1828	810	1018	321	578	319	610	869	959	
	-	B								
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 2

	Age					SEG							Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	19%	23%	22%	14%	14%	14%	21%	346	19%	24%	19%	23%	15%	24%	16%
	80	227	211	49	95	46	346	268	168	177	148	120	372	241	
	d f				-		-		f		f		B		
This is a 'great to have' – makes a difference and can sway my decision	42%	42%	40%	37%	35%	33%	40%	40%	42%	39%	42%	39%	42%	38%	
	179	410	391	126	234	108	644	571	288	355	269	302	644	563	
					-		-								
This is a 'nice to have', but I can live without it being offered	32%	26%	27%	35%	36%	37%	28%	30%	26%	30%	26%	34%	26%	32%	
	137	250	260	118	238	120	454	432	176	278	169	263	405	476	
					-	b	-							a	
This is not important to me – don't mind if not offered	6%	8%	11%	12%	13%	13%	9%	10%	8%	11%	9%	10%	7%	12%	
	26	75	102	41	84	43	150	138	52	98	56	82	113	174	
					-		-							a	
This is a negative to me	0%	1%	1%	2%	3%	3%	1%	1%	1%	1%	0%	2%	1%	1%	
	1	8	6	7	17	10	15	17	4	11	3	14	10	21	
NET: Important (T2B)	61%	66%	62%	51%	49%	47%	62%	59%	66%	58%	65%	54%	66%	55%	
	260	638	602	174	328	154	989	839	456	533	417	422	1016	804	
	f	D F	d F		-		-		d F		f		B		
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846	
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448	
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 3

	UK nation														Rurality					
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	23%	22%	21%	19%	30%	14%	20%	17%	18%	20%	16%	25%	18%	21%	18%	**				
	66	63	53	55	83	40	67	50	45	521	38	38	16	471	142					
	f k																			
This is a 'great to have' – makes a difference and can sway my decision	36%	42%	33%	43%	35%	32%	45%	46%	42%	40%	42%	41%	48%	40%	39%	**				
	100	119	83	125	96	92	150	139	104	1007	102	62	44	912	302					
	-																			
This is a 'nice to have', but I can live without it being offered	31%	26%	28%	23%	25%	43%	27%	30%	34%	29%	30%	24%	27%	28%	33%	**				
	86	74	71	68	68	121	90	89	85	751	74	37	25	633	252					
	d e g l																			
This is not important to me – don't mind if not offered	10%	8%	13%	15%	9%	9%	9%	7%	5%	9%	11%	9%	6%	9%	9%	**				
	28	24	32	44	25	27	29	20	12	242	27	13	6	214	73					
	-																			
This is a negative to me	0%	1%	4%	0%	1%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	**				
	0	3	11	0	4	5	1	2	3	28	3	2	0	27	5					
	-																			
NET: Important (T2B)	59%	64%	54%	62%	65%	46%	65%	63%	60%	60%	57%	66%	66%	61%	57%	**				
	165	182	136	181	179	132	217	189	149	1528	139	100	60	1382	444					
	f																			
Effective Column n	f																			
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2				
	-																			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3				
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Next day delivery option by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	20%	20%	19%	19%	18%	17%	29%	23%	20%	18%	
	34	580	73	79	104	100	82	175	578	34	
							c d				
This is a 'great to have' – makes a difference and can sway my decision	42%	40%	35%	39%	39%	42%	43%	42%	40%	35%	
	69	1146	135	162	229	240	124	325	1147	67	
This is a 'nice to have', but I can live without it being offered	30%	29%	34%	34%	30%	30%	23%	25%	29%	32%	
	49	838	132	143	177	175	65	194	820	61	
This is not important to me – don't mind if not offered	7%	10%	11%	8%	12%	9%	5%	10%	10%	9%	
	11	276	43	32	68	53	15	77	269	17	
This is a negative to me	1%	1%	2%	1%	2%	1%	0%	1%	1%	5%	
	2	30	7	2	10	6	0	7	23	10	
										A	
NET: Important (T2B)	62%	60%	53%	58%	57%	59%	72%	64%	61%	54%	
	103	1725	208	241	333	340	206	500	1724	101	
							A b C d	a			
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	38%	46%	32%	40%	34%	46%	36%	35%	40%	
	1147	566	581	212	342	237	357	522	624	
	-	B				b d			a	
This is a 'great to have' -- makes a difference and can sway my decision	41%	38%	42%	38%	44%	34%	41%	40%	41%	
	1230	471	759	202	440	179	409	599	631	
	-				c					
This is a 'nice to have', but I can live without it being offered	17%	11%	22%	18%	18%	16%	18%	19%	15%	
	529	134	395	92	180	81	176	290	239	
	-		A					b		
This is not important to me -- don't mind if not offered	3%	4%	3%	3%	3%	3%	3%	4%	2%	
	90	44	46	18	25	14	33	53	37	
	-									
This is a negative to me	1%	1%	1%	1%	2%	2%	1%	2%	1%	
	38	14	24	3	15	9	11	23	15	
	-									
NET: Important (T2B)	78%	84%	74%	79%	78%	80%	78%	75%	81%	
	2377	1036	1341	414	782	415	766	1121	1256	
	-	B							a	
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 2

	Age				SEG										Working status		
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
This is mandatory to me – a must have	32%	34%	43%	43%	40%	36%	39%	37%	38%	39%	39%	35%	38%	37%			
	136	332	413	147	266	119	620	527	260	360	251	276	590	551			
	a b																
This is a 'great to have' – makes a difference and can sway my decision	42%	44%	40%	37%	36%	35%	42%	39%	43%	41%	40%	39%	42%	40%			
	177	422	391	125	240	115	668	563	294	373	256	307	642	586			
This is a 'nice to have', but I can live without it being offered	22%	18%	14%	16%	20%	24%	16%	19%	17%	16%	18%	20%	16%	19%			
	92	170	132	55	134	79	259	270	115	144	115	155	248	275			
	c																
This is not important to me – don't mind if not offered	3%	3%	3%	3%	4%	4%	2%	4%	2%	3%	2%	4%	2%	3%			
	13	25	28	11	25	13	40	50	14	26	16	34	37	52			
This is a negative to me	1%	2%	1%	1%	1%	0%	1%	1%	1%	2%	1%	1%	2%	1%			
	6	21	8	2	4	1	22	16	5	16	7	9	27	11			
NET: Important (T2B)	74%	78%	83%	80%	76%	71%	80%	76%	81%	80%	79%	75%	80%	77%			
	314	755	803	272	505	233	1288	1090	555	733	507	583	1232	1137			
	a f																
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846			
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448			
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Column Comparisons	41%	41%	34%	54%	39%	31%	28%	41%	44%	39%	30%	38%	29%	38%	37%	**					
This is mandatory to me – a must have	114	115	84	157	106	87	93	123	111	990	72	58	26	862	284						
	c F G K m																				
This is a 'great to have' – makes a difference and can sway my decision	39%	41%	39%	27%	42%	45%	50%	35%	41%	40%	47%	37%	52%	41%	40%	**					
	108	115	98	78	115	126	167	104	101	1013	115	56	47	917	313						
	g k																				
This is a 'nice to have', but I can live without it being offered	15%	13%	24%	18%	14%	d	D	21%	19%	13%	17%	19%	17%	d l	15%	17%	19%	**			
	43	38	60	52	38	56	69	56	31	443	46	26	14	383	144						
	d																				
This is not important to me – don't mind if not offered	4%	3%	3%	2%	5%	2%	1%	5%	1%	3%	3%	6%	2%	3%	3%	**					
	12	9	7	5	14	7	3	16	2	73	7	9	2	66	24						
	-																				
This is a negative to me	1%	2%	0%	0%	1%	3%	1%	1%	2%	1%	1%	1%	2%	1%	1%	**					
	3	6	0	1	2	8	4	2	4	30	4	2	2	29	9						
	-																				
NET: Important (T2B)	79%	82%	73%	80%	80%	75%	77%	75%	85%	79%	77%	76%	81%	79%	77%	**					
	222	230	183	234	222	213	259	227	212	2002	187	115	73	1778	597						
	-																				
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2					
	-																				
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3					
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Delivery within 3 days by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	35%	38%	38%	37%	35%	36%	41%	41%	37%	53%	
	58	1089	147	153	206	206	116	318	1045	a	
										99	
This is a 'great to have' – makes a difference and can sway my decision	38%	41%	34%	42%	43%	40%	41%	41%	42%	22%	
	63	1168	133	176	252	231	118	320	1187	41	
									B		
This is a 'nice to have', but I can live without it being offered	21%	17%	21%	17%	19%	20%	15%	14%	17%	19%	
	35	494	82	71	112	113	42	108	488	36	
This is not important to me – don't mind if not offered	2%	3%	6%	4%	2%	2%	3%	2%	3%	6%	
	4	86	24	15	13	13	8	17	79	a	
										12	
This is a negative to me	3%	1%	1%	1%	1%	2%	0%	2%	1%	0%	
	5	33	5	4	4	11	1	13	38	0	
NET: Important (T2B)	73%	79%	72%	79%	78%	76%	82%	82%	79%	75%	
	121	2256	280	329	458	438	235	638	2232	141	
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	38%	46%	32%	42%	35%	40%	37%	35%	41%	
	1144	569	575	219	352	207	365	516	628	
	-	B							a	
This is a 'great to have' -- makes a difference and can sway my decision	40%	40%	41%	37%	41%	38%	44%	42%	39%	
	1228	489	739	195	407	197	429	618	610	
	-									
This is a 'nice to have', but I can live without it being offered	17%	9%	22%	17%	19%	18%	14%	18%	15%	
	508	108	399	90	192	92	133	269	239	
	-		A							
This is not important to me -- don't mind if not offered	4%	4%	5%	4%	4%	3%	5%	5%	4%	
	129	44	85	20	43	17	48	70	59	
	-									
This is a negative to me	1%	1%	0%	1%	1%	1%	1%	1%	1%	
	26	18	8	3	8	5	9	14	11	
	-	b								
NET: Important (T2B)	78%	85%	73%	79%	76%	78%	81%	76%	80%	
	2372	1058	1314	414	759	404	794	1134	1238	
	-	B								
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
This is mandatory to me -- a must have	30%	34%	42%	45%	41%	37%	36%	39%	36%	36%	38%	40%	37%	39%
	129	329	412	153	274	120	583	561	248	335	246	315	564	573
			a b	a b	-	-	-	-						
This is a 'great to have' -- makes a difference and can sway my decision	40%	42%	40%	35%	40%	44%	42%	39%	44%	41%	42%	36%	41%	40%
	168	412	384	120	265	144	676	552	300	376	269	283	641	584
					-	-	-	-						
This is a 'nice to have', but I can live without it being offered	23%	17%	14%	15%	15%	16%	16%	17%	16%	17%	16%	18%	17%	17%
	97	170	139	50	102	52	264	243	111	154	101	142	255	249
	c			-	-	-	-	-						
This is not important to me -- don't mind if not offered	6%	5%	3%	5%	4%	3%	4%	4%	4%	4%	4%	5%	4%	4%
	26	46	31	16	25	9	66	62	28	38	26	36	69	58
				-	-	-	-	-						
This is a negative to me	1%	2%	0%	0%	0%	0%	1%	1%	0%	2%	0%	1%	1%	1%
	4	15	5	1	2	1	18	8	2	16	2	6	15	10
				-	-	-	-	-						
NET: Important (T2B)	70%	76%	82%	80%	81%	81%	78%	78%	80%	77%	80%	76%	78%	79%
	298	740	796	274	538	264	1259	1113	548	711	516	597	1205	1158
			A b	a	-	a	-	-						
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	37%	34%	39%	45%	36%	48%	31%	34%	43%	38%	31%	39%	35%	38%	37%	**					
	103	97	98	130	99	137	103	102	108	978	74	59	32	860	283						
						g k				-											
This is a 'great to have' – makes a difference and can sway my decision	47%	42%	37%	35%	45%	30%	45%	43%	37%	40%	43%	37%	43%	41%	40%	**					
	130	120	92	103	125	86	152	129	92	1029	104	56	39	916	311						
										-											
This is a 'nice to have', but I can live without it being offered	11%	18%	17%	15%	15%	15%	20%	19%	17%	16%	19%	17%	18%	16%	18%	**					
	32	50	43	44	40	43	68	56	41	418	46	27	17	368	139						
										-											
This is not important to me – don't mind if not offered	5%	4%	5%	5%	4%	5%	3%	4%	3%	4%	6%	5%	3%	4%	5%	**					
	13	11	13	15	11	13	10	13	6	104	14	8	3	90	38						
										-											
This is a negative to me	0%	2%	1%	0%	0%	2%	1%	0%	0%	1%	2%	2%	0%	1%	0%	**					
	1	5	3	1	1	5	3	0	1	19	4	3	0	23	3						
										-											
NET: Important (T2B)	84%	77%	76%	80%	81%	79%	76%	77%	81%	79%	73%	76%	79%	79%	77%	**					
	233	217	190	233	224	223	255	231	200	2007	178	115	72	1776	594						
										-											
Effective Column n																					
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2					
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3					
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Convenient to post (within 1/2 mile) by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	44%	37%	41%	38%	36%	33%	37%	41%	37%	45%	
	73	1071	160	157	213	192	106	316	1058	85	
This is a 'great to have' – makes a difference and can sway my decision	27%	41%	34%	40%	41%	40%	40%	44%	41%	42%	
	45	1183	134	168	241	232	114	339	1150	78	
		a									
This is a 'nice to have', but I can live without it being offered	20%	17%	18%	19%	18%	21%	17%	11%	17%	10%	
	33	475	69	78	108	118	50	84	481	19	
				f	f						
This is not important to me – don't mind if not offered	5%	4%	7%	4%	3%	4%	6%	4%	4%	3%	
	9	120	26	15	19	25	17	28	122	7	
This is a negative to me	3%	1%	1%	0%	1%	1%	0%	1%	1%	0%	
	6	20	2	0	6	8	0	9	26	0	
	b										
NET: Important (T2B)	72%	79%	75%	78%	77%	74%	77%	84%	78%	86%	
	118	2254	294	326	454	424	220	655	2208	163	
								d		a	
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	39%	37%	40%	41%	34%	46%	38%	34%	43%	
	1179	451	728	216	345	241	377	512	667	
	-					b				A
This is a 'great to have' -- makes a difference and can sway my decision	40%	39%	40%	36%	41%	35%	42%	42%	38%	
	1205	477	728	190	415	182	418	624	581	
	-									
This is a 'nice to have', but I can live without it being offered	16%	16%	16%	16%	18%	15%	15%	18%	15%	
	492	198	293	85	183	76	148	262	229	
	-									
This is not important to me -- don't mind if not offered	5%	7%	3%	6%	5%	3%	4%	5%	4%	
	144	92	52	34	54	17	40	81	63	
	-	B								
This is a negative to me	0%	1%	0%	0%	1%	1%	0%	1%	0%	
	14	10	4	2	6	3	3	7	7	
	-									
NET: Important (T2B)	79%	76%	81%	77%	76%	81%	81%	76%	81%	
	2384	928	1456	406	760	423	795	1136	1248	
	-		a							a
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	32%	34%	42%	46%	46%	46%	41%	36%	39%	42%	37%	36%	37%	42%		
	138	326	408	155	306	151	660	519	272	388	239	280	564	612		
			a b	a b	-	a b	-	-						a		
This is a 'great to have' – makes a difference and can sway my decision	43%	42%	39%	36%	35%	33%	38%	41%	41%	36%	43%	40%	41%	39%		
	184	408	382	122	231	109	613	591	284	329	280	311	631	569		
					-	-	-	-								
This is a 'nice to have', but I can live without it being offered	20%	18%	13%	15%	15%	16%	15%	17%	13%	17%	15%	19%	17%	16%		
	84	179	125	50	103	53	245	247	90	155	99	147	258	230		
					-	-	-	-								
This is not important to me – don't mind if not offered	4%	5%	5%	4%	4%	4%	5%	4%	6%	4%	4%	5%	5%	4%		
	18	49	50	14	27	13	84	60	43	41	24	37	79	62		
					-	-	-	-								
This is a negative to me	0%	1%	1%	0%	0%	0%	0%	1%	0%	1%	0%	1%	1%	0%		
	0	9	5	0	0	0	6	8	0	6	2	6	12	1		
					-	-	-	-					b			
NET: Important (T2B)	76%	76%	81%	81%	81%	80%	79%	78%	81%	78%	81%	76%	77%	80%		
	322	734	790	277	538	260	1273	1110	556	717	519	591	1195	1182		
					-	-	-	-								
Effective Column n																
	248	571	573	186	345	160	966	771	427	539	339	432	881	846		
					-	-	-	-								
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448		
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	45%	38%	37%	37%	39%	40%	30%	38%	46%	39%	41%	44%	32%	38%	42%	**					
	126	108	91	109	107	112	101	114	114	983	99	67	29	856	322						
This is a 'great to have' – makes a difference and can sway my decision	37%	39%	42%	35%	44%	34%	47%	41%	35%	39%	41%	37%	47%	40%	40%	**					
	104	111	106	101	122	95	157	124	87	1006	99	57	43	893	310						
This is a 'nice to have', but I can live without it being offered	16%	14%	17%	21%	11%	19%	19%	15%	15%	16%	14%	15%	20%	16%	15%	**					
	45	41	42	61	30	55	64	45	36	418	33	23	18	372	119						
This is not important to me – don't mind if not offered	1%	7%	4%	6%	6%	6%	4%	6%	4%	5%	5%	3%	2%	5%	3%	**					
	4	20	10	17	16	18	13	18	10	127	11	4	2	122	23						
This is a negative to me	0%	1%	0%	1%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	**					
	1	3	0	4	1	3	1	0	1	13	1	0	0	13	1						
NET: Important (T2B)	82%	77%	79%	72%	83%	73%	77%	79%	81%	78%	82%	82%	79%	78%	82%	**					
	230	219	197	210	229	208	258	238	201	1990	198	124	72	1750	632						
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2					
	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3					
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Same price to send to anywhere within the UK by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	36%	39%	40%	46%	36%	38%	41%	36%	39%	38%	
	60	1119	156	193	214	217	118	281	1105	71	
This is a 'great to have' – makes a difference and can sway my decision	35%	40%	37%	34%	38%	41%	40%	44%	40%	36%	
	58	1147	145	142	224	237	115	341	1135	67	
This is a 'nice to have', but I can live without it being offered	19%	16%	18%	17%	19%	16%	13%	14%	16%	16%	
	31	461	69	71	114	94	37	106	457	31	
This is not important to me – don't mind if not offered	10%	4%	5%	3%	5%	4%	6%	6%	5%	8%	
	16	128	19	11	32	22	16	44	129	15	
This is a negative to me	b	0%	0%	0%	0%	1%	1%	0%	1%	0%	2%
		0	14	1	1	4	3	0	4	10	4
NET: Important (T2B)	71%	79%	77%	80%	75%	79%	82%	80%	79%	73%	
	117	2266	301	335	438	454	233	622	2240	138	
Effective Column n	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me – a must have	49%	56%	45%	53%	47%	53%	48%	48%	51%	
	1500	693	807	280	476	276	468	712	788	
	-	B								
This is a 'great to have' – makes a difference and can sway my decision	34%	32%	35%	32%	37%	28%	36%	34%	34%	
	1036	399	637	170	367	144	354	507	529	
	-				C					
This is a 'nice to have', but I can live without it being offered	13%	6%	17%	10%	13%	15%	12%	13%	12%	
	380	79	301	54	129	77	121	201	179	
	-		A							
This is not important to me – don't mind if not offered	3%	4%	3%	4%	3%	3%	4%	4%	3%	
	99	50	49	20	26	17	37	53	46	
	-									
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	0%	
	19	7	12	3	5	5	5	14	4	
	-									
NET: Important (T2B)	84%	89%	80%	85%	84%	81%	84%	82%	85%	
	2536	1092	1444	450	843	420	822	1219	1317	
	-	B								
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 2

	Age				SEG										Working status		
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
This is mandatory to me – a must have	48%	46%	53%	50%	50%	49%	51%	48%	51%	51%	46%	49%	49%	50%			
	206	451	512	171	332	161	820	680	354	466	295	385	756	739			
This is a 'great to have' – makes a difference and can sway my decision	37%	34%	34%	33%	33%	33%	35%	33%	35%	35%	37%	30%	35%	33%			
	157	331	325	114	222	108	562	474	239	323	239	235	544	489			
This is a 'nice to have', but I can live without it being offered	12%	15%	10%	12%	12%	13%	11%	14%	12%	11%	13%	14%	12%	12%			
	51	148	98	42	83	41	183	197	82	101	84	113	191	183			
This is not important to me – don't mind if not offered	2%	3%	3%	4%	4%	5%	2%	5%	2%	2%	4%	5%	3%	4%			
	10	30	30	13	29	17	33	66	11	22	24	42	44	55			
This is a negative to me	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	0%	1%	1%	1%			
	1	10	6	2	2	0	9	10	2	7	3	7	10	8			
NET: Important (T2B)	85%	81%	86%	84%	83%	82%	86%	81%	86%	86%	83%	79%	84%	83%			
	363	783	837	284	554	269	1382	1153	593	789	534	620	1299	1229			
Effective Column n									f	f							
	248	571	573	186	345	160	966	771	427	539	339	432	881	846			
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448			
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 3

	UK nation													Rurality				
Column %																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
This is mandatory to me – a must have	58%	55%	49%	56%	46%	48%	41%	42%	52%	50%	47%	47%	58%	50%	48%	**		
	163	155	123	164	127	136	137	127	131	1262	114	71	53	1128	372			
This is a 'great to have' – makes a difference and can sway my decision	26%	31%	28%	29%	41%	33%	40%	43%	33%	34%	36%	35%	30%	34%	34%	**		
	74	87	71	85	114	94	134	128	81	869	87	53	27	774	260			
This is a 'nice to have', but I can live without it being offered	10%	10%	17%	12%	8%	14%	16%	12%	12%	12%	13%	15%	10%	12%	14%	**		
	28	28	42	36	23	40	55	35	29	318	31	22	9	270	109			
This is not important to me – don't mind if not offered	5%	3%	5%	3%	4%	3%	2%	4%	2%	3%	4%	3%	2%	3%	4%	**		
	14	7	12	8	11	10	5	11	6	84	9	4	2	70	30			
This is a negative to me	0%	2%	0%	0%	0%	2%	1%	0%	1%	1%	0%	1%	0%	1%	0%	**		
	0	5	1	0	1	4	3	0	2	16	1	2	0	15	4			
NET: Important (T2B)	85%	86%	78%	85%	87%	81%	81%	85%	85%	84%	83%	81%	88%	84%	82%	**		
	237	243	194	249	240	230	272	255	212	2131	201	123	80	1902	632			
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2		
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3		
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Guaranteed delivery to recipient's door by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	38%	50%	49%	49%	48%	44%	53%	49%	54%		
	63	1437	193	204	282	253	152	416	1397	102	
	a										
This is a 'great to have' – makes a difference and can sway my decision	34%	34%	27%	35%	35%	38%	32%	35%	34%	30%	
	57	979	107	145	204	219	91	271	977	57	
This is a 'nice to have', but I can live without it being offered	20%	12%	16%	14%	13%	14%	13%	8%	13%	7%	
	32	348	61	58	78	82	38	63	363	12	
	b										
This is not important to me – don't mind if not offered	6%	3%	7%	2%	4%	3%	1%	3%	3%	9%	
	10	89	26	9	22	16	4	23	81	16	
	A										
This is a negative to me	1%	1%	1%	1%	0%	1%	0%	1%	1%	1%	
	2	16	4	3	1	5	1	4	18	1	
NET: Important (T2B)	73%	84%	77%	83%	83%	82%	85%	88%	84%	84%	
	120	2416	300	349	486	471	243	686	2374	159	
	a										
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me – a must have	37%	46%	31%	38%	34%	44%	37%	38%	37%	
	1129	567	563	200	339	230	361	564	566	
	-	B				b				
This is a 'great to have' – makes a difference and can sway my decision	35%	35%	35%	36%	36%	29%	37%	34%	36%	
	1068	428	640	191	359	149	368	508	560	
	-									
This is a 'nice to have', but I can live without it being offered	19%	13%	24%	17%	22%	18%	19%	20%	18%	
	589	155	434	91	220	91	188	304	285	
	-		A							
This is not important to me – don't mind if not offered	7%	5%	8%	8%	8%	8%	5%	6%	8%	
	214	64	150	41	78	41	54	94	120	
	-		a							
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	33	14	19	3	8	7	15	16	17	
	-									
NET: Important (T2B)	72%	81%	67%	74%	70%	73%	74%	72%	73%	
	2198	995	1203	391	698	379	729	1072	1126	
	-	B								
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me -- a must have	28%	35%	42%	42%	39%	37%	39%	35%	38%	41%	37%	33%	38%	37%	
	119	338	409	141	264	122	635	495	262	372	237	258	582	545	
			A b	a		-	-								
This is a 'great to have' -- makes a difference and can sway my decision	35%	35%	36%	36%	35%	34%	34%	37%	37%	32%	38%	36%	35%	35%	
	149	337	348	123	234	111	545	523	256	290	244	278	544	521	
					-	-									
This is a 'nice to have', but I can live without it being offered	28%	22%	15%	15%	17%	20%	19%	20%	18%	20%	17%	23%	20%	19%	
	119	211	143	51	117	66	302	287	123	180	107	181	304	282	
	C d		c	-		-	-								
This is not important to me -- don't mind if not offered	9%	7%	7%	6%	6%	7%	7%	7%	6%	7%	8%	7%	6%	7%	
	38	67	67	22	43	21	109	105	44	65	51	53	98	111	
					-	-									
This is a negative to me	0%	2%	0%	1%	2%	2%	1%	1%	1%	1%	1%	1%	1%	1%	
	1	19	3	3	10	7	17	16	4	13	6	11	16	16	
					-	-									
NET: Important (T2B)	63%	70%	78%	78%	75%	71%	73%	71%	75%	72%	75%	69%	73%	72%	
	268	675	757	264	497	233	1180	1018	518	662	481	536	1127	1066	
			A b	a		-	-								
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846	
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448	
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 3

	UK nation														Rurality					
Column %																				
Weighted counts																				
Column Comparisons																				
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	42%	40%	29%	40%	40%	40%	40%	25%	32%	50%	37%	31%	40%	44%	37%	38% **				
	119	113	73	118	111		114	84	98	125	954	75	60	40	832	297				
	g	g		g	g	g			c g h k	-		g	g							
This is a 'great to have' – makes a difference and can sway my decision	38%	32%	34%	31%	33%		29%	43%	44%	28%	35%	40%	35%	36%	36%	33% **				
	107	89	84	90	90		83	143	132	69	886	96	53	32	810	257				
										-										
This is a 'nice to have', but I can live without it being offered	13%	18%	25%	22%	18%	22%	25%	17%	16%	20%	19%	18%	15%	20%	19%	19% **				
	37	50	62	65	49		63	84	52	40	502	46	27	14	441	147				
										-										
This is not important to me – don't mind if not offered	6%	8%	12%	6%	9%	7%	6%	6%	4%	7%	10%	6%	5%	7%	8%	8% **				
	16	21	29	17	24		19	21	18	11	177	24	9	5	149	65				
										-										
This is a negative to me	0%	3%	0%	1%	1%	1%	1%	0%	2%	1%	1%	2%	0%	1%	1%	1% **				
	1	9	1	3	3		4	4	1	4	29	1	2	0	25	8				
										-										
NET: Important (T2B)	81%	72%	63%	71%	73%	69%	68%	77%	78%	72%	71%	75%	79%	73%	72%	72% **				
	225	202	157	207	200		197	227	230	194	1841	172	113	72	1642	554				
										-										
Effective Column n																				
	112	119	113	119	120		116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205		199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276		284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD10b: Below, is a list of factors people tell us they consider when sending letters. For each factor, please tell us how important it is to you in choosing a postal provider or service: Daily collection service by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	34%	37%	39%	37%	33%	34%	40%	41%	37%	40%	
	56	1073	153	153	194	194	115	320	1051	76	
This is a 'great to have' – makes a difference and can sway my decision	37%	35%	29%	37%	35%	36%	36%	36%	35%	32%	
	61	1007	114	155	208	207	102	283	1007	60	
This is a 'nice to have', but I can live without it being offered	19%	19%	23%	21%	23%	21%	18%	14%	19%	24%	
	32	558	91	86	132	119	51	110	538	46	
This is not important to me – don't mind if not offered	5%	7%	8%	5%	8%	8%	6%	7%	7%	3%	
	9	205	30	22	46	48	16	53	209	5	
This is a negative to me	4%	1%	1%	1%	1%	1%	0%	1%	1%	1%	
	7	26	4	3	7	7	1	10	32	1	
NET: Important (T2B)	71%	72%	68%	74%	68%	70%	76%	78%	73%	72%	
	118	2080	266	308	402	400	218	603	2058	136	
Effective Column n	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	2%	2%	3%	3%	2%	3%	2%	2%	2%	3%
-	69	22	47	15	19	15	19	28	41	
Slightly more	6%	4%	7%	5%	5%	6%	7%	6%	6%	
-	178	51	127	27	50	30	72	83	96	
No change	56%	58%	55%	61%	55%	58%	54%	57%	55%	
-	1706	713	993	322	547	303	535	849	857	
Slightly less	19%	19%	19%	14%	22%	20%	18%	19%	19%	
-	578	233	345	76	222	102	178	289	289	
Much less	15%	16%	15%	16%	15%	13%	16%	15%	16%	
-	463	195	268	83	153	66	162	216	248	
I don't know	1%	1%	1%	1%	1%	1%	2%	1%	1%	
-	38	14	25	5	12	3	19	22	16	
NET: More	8%	6%	10%	8%	7%	9%	9%	7%	9%	
-	248	73	175	42	69	45	92	111	137	
NET: Less	34%	35%	34%	30%	37%	32%	35%	34%	35%	
-	1042	428	613	158	375	168	340	504	537	
Effective Column n	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	4%	4%	1%	0%	1%	2%	2%	3%	2%	2%	3%	3%	3%	3%	2%										
	17	34	12	0	6	5	27	42	13	14	21	21	42	27											
	c d	c d			-		-	-																	
Slightly more	8%	8%	4%	5%	4%	3%	6%	6%	5%	7%	6%	5%	6%	6%	6%										
	32	80	40	17	27	10	98	80	37	61	40	41	95	83											
	c				-		-	-																	
No change	53%	55%	57%	59%	58%	57%	54%	58%	52%	56%	53%	63%	55%	58%											
	226	536	556	201	388	187	873	833	360	513	339	494	847	851											
				-	-	-	-	-				c d e													
Slightly less	18%	17%	20%	21%	22%	23%	21%	17%	21%	20%	21%	14%	19%	19%											
	78	164	191	71	146	75	333	245	146	187	135	110	293	285											
				-	-	-	-	-	f	f	f														
Much less	14%	14%	17%	15%	15%	15%	16%	14%	19%	14%	15%	14%	16%	15%											
	61	136	167	50	100	49	259	204	132	128	98	106	241	216											
				-	-	-	-	-																	
I don't know	3%	2%	1%	0%	0%	0%	1%	2%	0%	2%	2%	1%	2%	1%											
	11	21	5	0	1	1	17	22	0	17	12	9	25	13											
				-	-	-	-	-	c	c	c														
NET: More	12%	12%	5%	5%	5%	5%	8%	9%	7%	8%	9%	8%	9%	7%											
	49	114	52	18	33	15	125	122	50	75	60	62	138	110											
	c d f	C d f		-	-	-	-	-																	
NET: Less	33%	31%	37%	36%	37%	38%	37%	32%	40%	34%	36%	28%	35%	34%											
	139	301	357	121	245	124	592	449	278	314	233	216	534	501											
				-	-	-	-	-	F		f														
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	1%	4%		2%	2%														
	2	11		5	5	6	1	12	17	4	64	4	1	1	53	16			
Slightly more	6%	4%		7%	4%	7%	6%	9%	4%	4%	6%	7%	6%	3%	6%	4%			
	16	13		18	12	19	18	31	12	10	149	18	9	3	146	32			
No change	58%	56%		54%	66%	57%	58%	49%	56%	55%	56%	51%	55%	69%	56%	56%			
	163	159		135	194	156	163	163	167	136	1437	124	83	62	1272	432			
Slightly less	14%	21%		20%	21%	13%	22%	16%	22%	26%	19%	22%	15%	10%	19%	20%			
	38	58		50	63	36	63	55	66	64	492	54	23	9	421	156			
Much less	21%	13%		15%	6%	19%	11%	20%	12%	14%	15%	17%	22%	16%	15%	17%			
	59	38		37	18	52	32	66	37	35	374	42	33	14	333	130			
I don't know	d				d		d				d	d							
	0%	1%		2%	0%	2%	2%	2%	1%	0%	1%	1%	2%	2%	1%	1%			
NET: More	1	3		5	1	7	6	8	2	0	32	2	3	1	32	7			
	7%	9%		9%	6%	9%	7%	13%	10%	6%	8%	9%	6%	4%	9%	6%			
NET: Less	18	24		22	17	25	20	44	29	14	212	22	10	4	199	48			
	35%	34%		35%	28%	32%	34%	36%	34%	40%	34%	39%	37%	26%	33%	37%			
Effective Column n	97	96		87	81	88	95	121	103	99	867	95	56	23	754	287			
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553			
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947			
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Invitations/ greetings cards/ postcards by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage					
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user					
Much more	11%	2%	5%	2%	1%	2%	4%	2%	4%	2%	4%				
	18	51	18	9	8	11	11	13	61	8					
	B														
Slightly more	11%	6%	6%	7%	6%	8%	4%	6%	6%	8%	4%	6%	8%		
	19	160	23	28	37	36	24	31	163	16					
	b														
No change	44%	57%	59%	59%	58%	54%	49%	57%	57%	45%					
	73	1634	232	246	338	310	139	442	1616	84					
		a							b						
Slightly less	22%	19%	15%	19%	22%	20%	20%	18%	19%	18%					
	36	542	59	79	129	117	58	137	543	33					
Much less	11%	16%	14%	13%	11%	17%	18%	18%	15%	24%					
	19	445	57	53	66	98	51	139	418	45					
										a					
I don't know	0%	1%	1%	1%	2%	1%	1%	2%	1%	1%					
	0	38	2	4	9	3	3	16	35	2					
NET: More	23%	7%	11%	9%	8%	8%	12%	6%	8%	13%					
	37	210	41	37	45	47	34	43	224	24					
	B														
NET: Less	33%	34%	30%	32%	33%	37%	38%	35%	34%	42%					
	55	987	116	132	195	214	109	276	962	79					
Effective Column n															
	106	1631	235	238	391	382	195	296	1676	56					
Unweighted base	181	2792	402	407	669	654	334	507	2869	95					
Weighted base	165	2869	391	419	587	574	286	777	2836	188					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	2%	1%	2%	3%	1%	2%	1%	1%	2%	
-	51	16	35	17	14	11	9	18	33	
A										
Slightly more	5%	3%	7%	4%	5%	6%	6%	6%	5%	
-	156	35	122	21	49	30	57	86	70	
B										
No change	56%	62%	51%	57%	56%	55%	56%	58%	54%	
-	1693	766	927	300	559	284	551	863	830	
B										
Slightly less	17%	15%	18%	16%	16%	20%	17%	16%	18%	
-	516	188	328	85	160	106	165	242	274	
B										
Much less	19%	17%	20%	18%	21%	16%	20%	17%	21%	
-	581	211	370	97	207	85	192	259	322	
B										
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%	
-	35	11	25	8	14	3	11	18	18	
B										
NET: More	7%	4%	9%	7%	6%	8%	7%	7%	7%	
-	208	51	156	38	63	41	66	104	103	
A										
NET: Less	36%	33%	39%	34%	37%	37%	36%	34%	39%	
-	1098	400	698	182	367	192	357	502	596	
a										
Effective Column n	a									
-	1737	324	1413	303	575	299	560	830	907	
B										
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	3%	2%	1%	0%	0%	1%	1%	2%	2%	1%	2%	2%	2%	2%	1%										
	11	24	13	0	3	3	24	27	8	16	14	13	30	21											
					-		-	-																	
Slightly more	10%	8%	3%	1%	1%	1%	5%	5%	4%	6%	6%	4%	6%	4%											
	43	79	31	2	4	2	82	75	29	52	41	33	98	57											
	C D F	C D F			-		-	-					b												
No change	57%	56%	56%	54%	55%	57%	54%	57%	53%	56%	54%	60%	57%	55%											
	242	539	543	184	370	186	875	818	362	513	349	469	883	805											
					-		-	-																	
Slightly less	14%	15%	17%	26%	23%	21%	18%	16%	19%	17%	19%	14%	15%	19%											
	58	142	160	87	156	69	286	230	130	156	123	108	232	282											
				a b c	-		-	-						a											
Much less	14%	17%	23%	20%	20%	20%	20%	18%	23%	18%	17%	19%	18%	20%											
	60	167	223	66	131	64	322	259	156	167	112	147	282	293											
			a		-		-	-																	
I don't know	3%	2%	0%	0%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%											
	11	20	1	0	4	4	19	17	4	15	6	10	19	16											
	c	c			-		-	-																	
NET: More	13%	11%	5%	1%	1%	1%	7%	7%	5%	7%	9%	6%	8%	5%											
	54	103	44	3	7	5	106	102	37	68	55	47	128	79											
	C D F	C D F	d		-		-	-					b												
NET: Less	28%	32%	39%	45%	43%	41%	38%	34%	41%	35%	36%	33%	33%	39%											
	118	309	383	154	287	133	608	489	285	323	234	255	514	575											
			a b	A b	-	a b	-	-	f					a											
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	2%	0%	0%	2%	2%	1%	3%	3%	3%	2%	1%	1%	0%	2%	1%	**		
	5	1		1	5	6	3	10	8	7	47	2	1	0	42	9		
Slightly more	6%	3%	6%	4%	7%	3%	10%	5%	3%	5%	4%	4%	1%	5%	4%	**		
	16	8	15	13	21	9	34	16	7	140	10	6	1	123	33			
No change	59%	53%	50%	64%	57%	70%	47%	55%	51%	56%	50%	53%	67%	57%	54%	**		
	164	151	126	187	156	198	158	166	126	1431	120	81	61	1277	415			
Slightly less	11%	20%	19%	18%	16%	11%	19%	22%	19%	17%	20%	15%	9%	17%	17%	**		
	32	56	46	53	43	30	65	65	47	438	48	22	8	387	129			
Much less	22%	22%	21%	11%	16%	14%	19%	14%	24%	18%	25%	27%	22%	18%	23%	**		
	60	63	53	33	45	39	65	43	59	460	60	41	20	403	178			
I don't know	1%	1%	3%	0%	2%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	**		
	2	4	8	1	5	5	3	2	2	32	2	1	0	25	10			
NET: More	8%	3%	6%	6%	10%	4%	13%	8%	6%	7%	5%	4%	2%	7%	6%	**		
	21	9	16	18	27	12	45	24	14	187	12	7	1	165	43			
NET: Less	33%	42%	40%	29%	32%	24%	39%	36%	43%	35%	44%	42%	31%	35%	40%	**		
	92	119	100	86	88	69	131	108	106	899	108	63	28	790	307			
Effective Column n	f	f				f	f	f	-	d F	f							
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553	2	
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947	3	
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Personal letters by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage											
Column %																					
Weighted counts																					
Column																					
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user					
Much more	10%	1%	1%	5%	1%	1%	2%	3%	1%	2%	1%	2%	1%	1%							
	17	34	19	2	7	9	10	4	50	1											
	B	b c d f																			
Slightly more	17%	4%	5%	4%	5%	6%	7%	4%	5%	4%	5%	4%									
	28	128	21	19	31	33	20	32	147	8											
	B																				
No change	38%	57%	57%	56%	55%	56%	47%	58%	56%	53%											
	62	1631	221	236	326	324	135	451	1589	101											
	A																				
Slightly less	21%	17%	14%	20%	20%	15%	16%	17%	17%	17%											
	34	482	53	84	119	85	45	130	482	33											
Much less	13%	19%	18%	18%	17%	20%	27%	19%	19%	21%											
	22	559	71	74	99	116	76	146	540	40											
I don't know	0%	1%	2%	1%	1%	1%	0%	2%	1%	3%											
	1	35	7	4	5	7	0	13	29	5											
NET: More	27%	6%	10%	5%	7%	7%	10%	5%	7%	5%											
	45	162	40	21	39	42	30	36	197	9											
	B																				
NET: Less	34%	36%	32%	38%	37%	35%	42%	36%	36%	39%											
	57	1041	123	158	218	201	121	276	1022	73											
Effective Column n																					
	106	1631	235	238	391	382	195	296	1676	56											
Unweighted base	181	2792	402	407	669	654	334	507	2869	95											
Weighted base	165	2869	391	419	587	574	286	777	2836	188											
Columns	A	B	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Much more	2%	2%	2%	1%	2%	2%	2%	2%	1%
	58	22	36	8	21	12	17	36	22
	-								
Slightly more	7%	5%	9%	8%	7%	8%	7%	7%	7%
	218	59	158	43	68	43	65	109	109
	-		a						
No change	56%	64%	52%	60%	57%	54%	55%	58%	55%
	1714	781	934	316	575	280	544	864	850
	-	B							
Slightly less	16%	15%	16%	13%	16%	18%	16%	16%	16%
	477	189	288	67	164	93	153	237	240
	-								
Much less	17%	14%	20%	16%	16%	17%	19%	15%	20%
	527	171	357	85	163	89	191	225	303
	-		a						a
I don't know	1%	1%	2%	2%	1%	1%	2%	1%	1%
	40	6	34	8	13	4	15	17	23
	-		a						
NET: More	9%	7%	11%	10%	9%	10%	8%	10%	9%
	276	81	195	50	89	54	82	144	132
	-		a						
NET: Less	33%	29%	36%	29%	33%	35%	35%	31%	35%
	1004	360	644	152	326	181	344	461	543
	-		a						
Effective Column n	1737	324	1413	303	575	299	560	830	907
Unweighted base	2973	555	2418	519	984	512	958	1420	1553
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 2

Age														SEG														Working status			
Column %																															
Weighted counts																															
Column																															
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working				
Much more	5%	3%	1%	0%	0%	0%	0%	0%	2%	2%	2%	2%	2%	3%	1%	3%	1%	20	28	9	1	1	0	34	24	13	21	19	5	40	17
	C d f	c f				-		-		-		-														b					
Slightly more	13%	12%	4%	1%	1%	2%	8%	6%	8%	8%	6%	6%	9%	5%	13%	5%	5%	54	112	43	3	9	6	130	88	55	74	39	50	138	80
	C D F	C D F	d		-		-		-		-																b				
No change	57%	53%	56%	59%	62%	65%	53%	60%	50%	56%	58%	62%	54%	59%	243	516	543	201	412	212	855	859	342	513	377	482	841	867			
					-	b	-		-																c	c					
Slightly less	13%	16%	17%	17%	16%	15%	17%	15%	18%	15%	16%	13%	17%	15%	56	154	160	59	107	48	267	209	126	141	106	104	257	218			
					-		-		-																						
Much less	10%	15%	22%	22%	19%	16%	19%	16%	22%	17%	14%	17%	16%	18%	41	149	209	75	128	53	303	224	150	153	93	131	251	272			
			A b	a	-		-		e																						
I don't know	3%	1%	1%	1%	2%	2%	1%	1%	0%	2%	2%	1%	1%	1%	11	11	7	2	10	8	19	21	3	16	11	9	17	21			
					-		-		-																						
NET: More	17%	14%	5%	1%	1%	2%	10%	8%	10%	10%	9%	7%	12%	7%	74	140	51	4	10	6	163	113	68	95	58	55	178	97			
	C D F	C D F	d		-		-		-																		B				
NET: Less	23%	31%	38%	39%	35%	31%	35%	30%	40%	32%	31%	30%	33%	33%	97	303	369	134	235	101	570	434	276	295	199	235	508	489			
		a	A b	A	-		-		d e f																						
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846																	
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448																	
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474																	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B																	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 3

UK nation													Rurality						
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	2%	2%	2%	2%	2%	2%	1%	5%	2%	1%	2%	1%	1%	0%	2%	2%			
	6	5	4	7	6		3	16	7	1	54	2	1	0	46	12			
Slightly more	8%	4%	10%	8%	9%	4%	12%	8%	3%	7%	8%	4%	4%	8%	5%	**			
	22	11	26	23	25	12	42	23	8	190	19	6	3	180	37				
No change	62%	54%	56%	61%	58%	63%	48%	54%	60%	57%	49%	56%	61%	58%	54%	**			
	173	153	141	178	161	178	160	162	150	1454	119	85	56	1298	415				
Slightly less	13%	15%	13%	17%	12%	18%	15%	20%	16%	15%	18%	18%	14%	15%	18%	**			
	36	43	31	50	34	51	50	59	39	393	44	27	13	336	141				
Much less	15%	21%	17%	12%	17%	11%	20%	17%	20%	17%	23%	20%	19%	16%	20%	**			
	42	61	43	35	47	32	66	50	50	424	55	31	17	371	156				
I don't know	0%	3%	2%	0%	2%	3%	1%	0%	0%	1%	2%	1%	2%	1%	2%	**			
	1	10	5	0	5	8	3	1	1	33	4	1	2	26	14				
NET: More	10%	6%	12%	10%	11%	5%	17%	10%	4%	10%	9%	5%	4%	10%	6%	**			
	28	16	30	30	30	15	58	29	9	244	21	7	4	226	49				
NET: Less	28%	37%	30%	29%	29%	29%	34%	36%	36%	32%	41%	38%	33%	31%	38%	**			
	78	104	74	85	80	83	116	109	89	817	99	58	30	707	297				
Effective Column n	a																		
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553			
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947			
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Formal letters to organisations or individuals by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage					
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user					
Much more	8%	2%	3%	1%	2%	2%	3%	1%	2%	3%	9%	1%	2%	1%	2%
	14	44	11	3	10	14	9	11	56	2					
	B														
Slightly more	21%	6%	6%	8%	8%	9%	7%	6%	7%	6%					
	34	183	24	32	47	49	21	44	205	12					
	B														
No change	49%	57%	64%	55%	55%	52%	48%	62%	56%	62%					
	80	1634	251	230	321	298	137	478	1593	116					
			d e					d e							
Slightly less	11%	16%	10%	20%	18%	17%	17%	14%	16%	14%					
	18	459	38	84	104	96	48	106	449	26					
			a		a										
Much less	11%	18%	16%	15%	16%	20%	25%	16%	18%	15%					
	18	509	63	63	93	113	71	124	499	29					
I don't know	0%	1%	1%	2%	2%	1%	0%	2%	1%	2%					
	1	39	4	7	12	4	0	14	35	3					
NET: More	29%	8%	9%	8%	10%	11%	11%	7%	9%	7%					
	48	228	35	35	57	64	30	55	261	14					
	B														
NET: Less	22%	34%	26%	35%	34%	36%	42%	30%	33%	29%					
	36	968	101	148	197	209	119	230	947	55					
		a				a									
Effective Column n															
	106	1631	235	238	391	382	195	296	1676	56					
Unweighted base	181	2792	402	407	669	654	334	507	2869	95					
Weighted base	165	2869	391	419	587	574	286	777	2836	188					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	1%	1%	1%	2%	2%	1%	3%	1%	2%	
	44	9	35	8	12	14	10	27	17	
	-									
Slightly more	5%	3%	6%	6%	5%	5%	5%	5%	4%	
	150	39	111	32	45	25	49	81	69	
	-		a							
No change	55%	59%	52%	56%	56%	55%	52%	55%	54%	
	1657	722	935	293	563	287	514	822	835	
	-	b								
Slightly less	14%	16%	12%	14%	14%	11%	14%	14%	14%	
	413	193	220	76	145	55	137	202	211	
	-	b								
Much less	24%	21%	26%	21%	22%	25%	26%	22%	25%	
	720	254	466	112	224	131	253	332	388	
	-	a								
I don't know	2%	1%	2%	1%	1%	1%	2%	2%	2%	
	49	11	39	7	13	8	22	23	27	
	-	a								
NET: More	6%	4%	8%	8%	6%	7%	6%	7%	6%	
	194	48	146	40	57	38	59	108	86	
	-	A								
NET: Less	37%	36%	38%	36%	37%	36%	40%	36%	39%	
	1133	448	686	187	369	186	390	534	600	
	-									
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	2% 7	3% 30	0% 3	1% 4	1% 4	0% 0	1% 22	2% 21	1% 9	2% 14	3% 17	1% 5	2% 31	1% 13											
	c				-		-	-					b												
Slightly more	12% 50	8% 75	2% 20	1% 3	1% 5	1% 2	5% 76	5% 75	4% 29	5% 47	6% 40	4% 35	6% 100	3% 50											
	C D F		C D F										b												
No change	61% 257	52% 504	53% 511	59% 201	58% 384	56% 184	50% 811	59% 846	50% 343	51% 468	54% 351	63% 495	51% 783	58% 862											
				-		-	-	-				C D e		a											
Slightly less	13% 55	13% 131	15% 142	12% 39	13% 85	14% 46	15% 234	13% 179	15% 105	14% 129	14% 90	11% 89	15% 232	12% 181											
				-		-	-	-																	
Much less	10% 41	22% 210	30% 289	26% 90	27% 180	28% 91	27% 436	20% 284	29% 197	26% 239	21% 136	19% 148	24% 373	23% 346											
	A		A b		A	-	A	-	e f		f														
I don't know	3% 13	2% 22	1% 7	1% 4	1% 8	1% 5	2% 29	1% 21	1% 7	2% 22	2% 11	1% 9	2% 25	2% 23											
				-		-	-	-																	
NET: More	14% 58	11% 105	2% 22	2% 7	1% 9	1% 2	6% 98	7% 96	5% 37	7% 61	9% 56	5% 40	8% 131	4% 62											
	C D F		C D F				-	-					B												
NET: Less	23% 97	35% 341	44% 431	38% 129	40% 265	42% 136	42% 670	32% 463	44% 302	40% 368	35% 226	30% 237	39% 605	36% 527											
	A		A b		a	-	A	-	e F		f														
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	0%	1%	2%	2%	1%	1%	4%	1%	1%	2%	1%	0%	0%	2%	0%	**			
	1	2	5	7	4	3	13	3	2	41	2	1	0	41	3				
Slightly more	5%	3%	8%	4%	5%	2%	11%	7%	1%	5%	2%	3%	2%	5%	3%	**			
	14	8	20	12	15	6	39	21	3	138	6	5	1	123	26				
No change	56%	51%	54%	64%	58%	51%	51%	53%	58%	55%	48%	56%	60%	56%	50%	**			
	156	145	134	187	159	145	172	160	144	1402	116	85	54	1264	391				
Slightly less	18%	11%	12%	12%	13%	15%	10%	16%	14%	13%	17%	14%	13%	13%	15%	**			
	50	31	30	35	37	43	33	47	34	338	42	21	12	296	118				
Much less	21%	32%	22%	17%	20%	29%	21%	21%	25%	23%	30%	26%	24%	22%	29%	**			
	59	91	55	48	56	81	70	63	62	586	73	39	22	497	223				
I don't know	0%	2%	2%	1%	1%	2%	3%	2%	1%	2%	2%	1%	1%	2%	2%	**			
	0	6	6	3	4	6	10	6	3	43	4	2	1	36	13				
NET: More	5%	4%	10%	7%	7%	3%	15%	8%	2%	7%	3%	4%	2%	7%	4%	**			
	15	10	25	19	19	9	51	24	5	179	8	6	2	164	29				
NET: Less	39%	43%	34%	28%	34%	44%	30%	36%	39%	36%	47%	39%	38%	35%	44%	**			
	109	122	85	83	94	124	102	109	96	924	115	60	34	792	341				
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Payments for bills/ invoices/ statements by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage					
Column %														
Weighted counts														
Column														
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user				
Much more	8%	1%	2%	0%	2%	1%	3%	1%	3%	1%	2%			
	13	30	9	2	10	6	7	9	39	4				
	B													
Slightly more	14%	4%	6%	4%	5%	7%	5%	3%	5%	6%				
	24	127	22	18	28	40	15	27	139	11				
	B													
No change	48%	55%	62%	58%	54%	52%	44%	55%	54%	66%				
	79	1578	242	244	318	298	127	428	1528	123				
		e	e							a				
Slightly less	11%	14%	8%	15%	15%	12%	14%	16%	14%	14%				
	19	395	31	62	87	67	40	126	385	27				
Much less	18%	24%	21%	21%	22%	28%	33%	21%	25%	11%				
	30	690	82	88	132	158	96	164	700	20				
						a b c f		b						
I don't know	0%	2%	1%	1%	2%	1%	0%	3%	2%	1%				
	1	49	4	5	11	6	1	22	46	2				
NET: More	22%	5%	8%	5%	7%	8%	8%	5%	6%	8%				
	37	157	32	20	39	45	23	36	178	16				
	B													
NET: Less	29%	38%	29%	36%	37%	39%	47%	37%	38%	25%				
	48	1085	113	150	219	225	135	290	1085	47				
						a		b						
Effective Column n	106	1631	235	238	391	382	195	296	1676	56				
Unweighted base	181	2792	402	407	669	654	334	507	2869	95				
Weighted base	165	2869	391	419	587	574	286	777	2836	188				
Columns	A	B	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	3%	4%	3%	4%	3%	3%	4%	3%	4%	3%
	103	44	59	20	27	18	38	45	58	48
	-									
Slightly more	12%	10%	14%	15%	12%	8%	13%	12%	12%	12%
	368	117	250	78	117	42	131	180	187	187
	-		a							
No change	62%	71%	57%	62%	63%	66%	60%	64%	61%	61%
	1895	872	1024	327	636	345	587	952	944	944
	-	B								
Slightly less	10%	7%	12%	8%	10%	10%	10%	9%	11%	11%
	300	82	218	42	103	53	101	135	165	165
	-		A							
Much less	11%	8%	12%	10%	11%	10%	11%	10%	11%	11%
	322	100	222	51	106	51	113	150	172	172
	-		a							
I don't know	2%	1%	2%	1%	1%	2%	2%	2%	1%	1%
	47	13	34	8	14	9	16	25	21	21
	-									
NET: More	16%	13%	17%	19%	14%	12%	17%	15%	16%	16%
	471	162	309	98	144	60	168	225	246	246
	-		a							
NET: Less	20%	15%	24%	18%	21%	20%	22%	19%	22%	22%
	621	182	439	94	209	105	214	284	337	337
	-		A							
Effective Column n	1737	324	1413	303	575	299	560	830	907	907
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	1553
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	1547
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 2

Age														SEG														Working status	
Column %																													
Weighted counts																													
Column																													
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working									
Much more	3%	6%	3%	0%	0%	0%	0%	0%	3%	4%	4%	3%	5%	2%	5%	1%													
	15	60	28	0	0	0	52	51	29	23	32	19	78	21															
	d f	c D F	d f		-		-	-					B																
Slightly more	19%	19%	9%	4%	4%	4%	12%	13%	12%	11%	15%	11%	15%	9%															
	80	180	83	12	24	12	186	182	80	105	96	86	233	134															
	C D F	C D F	d f		-		-	-					B																
No change	62%	54%	66%	72%	70%	68%	63%	62%	62%	63%	60%	64%	60%	65%															
	264	523	641	244	468	224	1005	890	424	581	389	501	927	962															
		B	B		-	b	-	-					a																
Slightly less	8%	10%	11%	11%	10%	9%	9%	11%	9%	9%	11%	10%	10%	10%															
	35	94	104	36	66	30	149	151	62	87	71	80	153	147															
					-		-	-																					
Much less	5%	9%	11%	13%	15%	17%	12%	10%	12%	11%	8%	11%	8%	13%															
	20	92	109	45	101	57	186	136	81	105	50	86	125	194															
	a	a	a	a	-	A b	-	-					A																
I don't know	3%	2%	1%	1%	1%	1%	2%	1%	2%	2%	1%	1%	2%	1%															
	11	22	6	4	8	4	30	17	12	18	8	9	28	18															
					-		-	-																					
NET: More	22%	25%	11%	4%	4%	4%	15%	16%	16%	14%	20%	13%	20%	10%															
	95	240	112	12	25	12	238	233	110	128	128	105	311	155															
	C D F	C D F	d f		-		-	-					B																
NET: Less	13%	19%	22%	24%	25%	27%	21%	20%	21%	21%	19%	21%	18%	23%															
	55	186	213	81	168	87	335	286	143	192	120	166	278	340															
			a	a	-	A	-	-					a																
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846															
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448															
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474															
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B															

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Much more	4%	4%	4%	4%	2%	8%	1%	5%	2%	2%	4%	2%	1%	4%	3%	**	
	11	11	11	7	23	3	16	7	6	94	6	2	1	79	24		
Slightly more	15%	9%	13%	14%	20%	10%	11%	10%	13%	13%	9%	12%	10%	13%	11%	**	
	41	26	32	41	54	27	37	29	31	319	22	18	9	284	84		
No change	62%	59%	60%	69%	57%	67%	54%	68%	65%	62%	62%	62%	72%	62%	62%	**	
	172	167	149	203	156	189	181	206	163	1585	150	94	66	1410	483		
Slightly less	11%	8%	9%	6%	6%	16%	13%	10%	7%	10%	11%	11%	9%	9%	12%	**	
	29	24	23	19	16	46	43	29	18	247	27	17	8	210	89		
Much less	9%	18%	12%	7%	8%	6%	14%	9%	11%	10%	14%	9%	7%	11%	10%	**	
	24	50	30	20	22	17	48	28	26	267	34	14	7	241	80		
I don't know	1%	2%	2%	1%	1%	1%	3%	1%	2%	1%	1%	4%	1%	1%	2%	**	
	1	5	5	3	4	2	11	2	4	37	4	5	1	33	14		
NET: More	19%	13%	17%	16%	28%	10%	16%	12%	15%	16%	12%	14%	11%	16%	14%	**	
	52	37	43	48	77	30	53	36	37	413	28	21	10	363	108		
b f h k																	
NET: Less	19%	26%	21%	13%	14%	22%	27%	19%	18%	20%	25%	21%	16%	20%	22%	**	
	53	74	53	39	39	64	91	57	45	514	61	31	15	452	169		
Effective Column n																	
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2	
Unweighted base																	
	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3	
Weighted base																	
	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Smaller parcels - that will fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Comparisons												
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	12%	3%	5%	3%	2%	3%	6%	3%	4%	1%		
	21	83	21	13	14	18	17	21	100	3		
B												
Slightly more	21%	12%	11%	12%	11%	16%	14%	11%	12%	7%		
	35	333	42	49	62	89	41	85	354	13		
b												
No change	44%	64%	65%	59%	63%	59%	58%	67%	62%	73%		
	73	1822	253	248	372	339	165	519	1753	137		
A												
Slightly less	11%	10%	9%	14%	12%	10%	10%	7%	10%	9%		
	18	282	34	57	68	60	29	51	283	17		
Much less	11%	11%	10%	11%	10%	10%	12%	11%	11%	9%		
	18	303	39	47	59	59	34	84	304	17		
I don't know	0%	2%	1%	1%	2%	2%	1%	2%	2%	1%		
	0	46	2	4	12	9	2	18	43	2		
NET: More	34%	14%	16%	15%	13%	19%	20%	14%	16%	8%		
	56	415	63	62	77	107	57	105	454	16		
B												
NET: Less	22%	20%	19%	25%	22%	21%	22%	17%	21%	18%		
	36	585	73	104	127	119	63	135	586	34		
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	3%	3%	4%	3%	4%	3%	3%	3%	4%	
	102	34	69	17	37	14	34	43	60	
	-									
Slightly more	11%	8%	13%	9%	12%	9%	11%	10%	11%	
	326	95	231	47	120	48	111	153	173	
	-		A							
No change	63%	72%	57%	67%	62%	65%	61%	65%	62%	
	1915	888	1027	352	624	337	603	964	952	
	-	B								
Slightly less	9%	7%	11%	8%	10%	9%	9%	9%	10%	
	279	81	198	44	99	48	90	127	152	
	-		a							
Much less	12%	9%	14%	11%	11%	12%	13%	11%	12%	
	360	114	246	58	110	65	128	170	190	
	-		a							
I don't know	2%	1%	2%	2%	1%	1%	2%	2%	1%	
	51	16	35	10	13	8	20	29	22	
	-									
NET: More	14%	10%	17%	12%	16%	12%	15%	13%	15%	
	428	129	300	64	157	62	145	196	232	
	-		A							
NET: Less	21%	16%	25%	19%	21%	22%	22%	20%	22%	
	639	196	444	101	208	113	217	298	342	
	-		A							
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 2

	Age														SEG										Working status															
Column %																																								
Weighted counts																																								
Column																																								
Comparisons	16-24 years				25-44 years				45-64 years				65-74 years				65+ (Net)				75+ years				ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Much more	4%	6%	3%	0%	0%	0%	0%	0%	0%	3%	4%	4%	2%	6%	2%	5%	1%	17	54	30	0	0	0	45	57	26	19	38	19	77	21									
	d f	d f	d f											d f		B																								
Slightly more	16%	14%	10%	4%	4%	4%	11%	11%	11%	11%	13%	9%	12%	9%	70	137	93	14	26	12	174	152	74	100	82	70	192	134	96	92										
	c D F	c D F	d f											b																										
No change	63%	58%	63%	74%	70%	66%	62%	64%	61%	64%	63%	65%	61%	65%	266	565	616	254	469	215	1004	912	419	584	403	509	946	962												
			a B c																																					
Slightly less	9%	9%	9%	7%	9%	11%	9%	9%	11%	8%	10%	9%	10%	9%	40	92	89	23	59	36	149	130	74	75	62	68	150	128												
Much less	5%	10%	14%	13%	16%	18%	13%	11%	12%	14%	8%	13%	10%	14%	22	100	134	44	104	60	209	151	85	124	50	102	152	208	248											
	a		A	a		A b			e		e		a																											
I don't know	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	1%	10	23	8	5	9	4	27	24	11	16	10	14	28	22												
NET: More	21%	20%	13%	4%	4%	4%	14%	15%	14%	13%	19%	11%	17%	11%	87	191	123	14	26	12	219	209	100	119	120	89	269	155												
	c D F	c D F	d F								f		B																											
NET: Less	14%	20%	23%	20%	24%	29%	22%	20%	23%	22%	17%	22%	20%	23%	61	191	224	68	163	96	358	281	159	200	112	169	301	335												
			a			A b																																		
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846																										
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448																										
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474																										
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B																										

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Much more	5%	2%	4%	4%	7%	2%	4%	3%	2%	4%	2%	3%	1%	4%	3%	**	
	13	5	10	12	18	5	13	9	5	91	5	5	1	80	22		
Slightly more	9%	8%	14%	12%	16%	7%	12%	10%	9%	11%	11%	10%	8%	11%	10%	**	
	26	22	35	36	44	21	42	29	21	276	27	15	7	249	76		
No change	65%	61%	56%	71%	59%	68%	53%	67%	67%	63%	63%	61%	73%	63%	64%	**	
	183	172	139	208	163	193	178	201	167	1603	153	93	66	1419	494		
Slightly less	8%	12%	11%	5%	9%	11%	13%	8%	8%	10%	7%	8%	8%	9%	10%	**	
	21	34	28	15	24	32	44	25	21	243	17	12	7	199	81		
Much less	11%	16%	13%	7%	8%	11%	14%	11%	13%	12%	15%	14%	9%	12%	11%	**	
	32	45	32	21	22	30	49	32	32	293	37	21	9	274	86		
I don't know	2%	2%	2%	0%	2%	1%	3%	2%	1%	2%	1%	3%	1%	2%	2%	**	
	5	5	6	1	6	2	11	5	2	43	2	5	1	36	15		
NET: More	14%	10%	18%	16%	23%	9%	16%	13%	11%	14%	13%	13%	10%	15%	13%	**	
	39	27	45	48	62	26	55	38	26	367	33	20	9	329	98		
NET: Less	19%	28%	24%	12%	16%	22%	27%	19%	21%	21%	22%	22%	17%	21%	22%	**	
	53	78	60	36	45	62	92	56	53	536	55	33	15	473	167		
Effective Column n																	
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553	2
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947	3
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774	3
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Larger parcels - that will not fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	9%	3%	3%	3%	3%	3%	5%	5%	2%	3%	2%	
	15	87	12	13	17	27	14	19	99	3		
	b											
Slightly more	16%	10%	11%	12%	13%	12%	9%	8%	11%	8%		
	27	299	45	49	75	67	25	65	311	15		
No change	47%	64%	66%	59%	61%	62%	61%	67%	63%	68%		
	78	1838	260	245	359	354	174	524	1782	128		
		A										
Slightly less	14%	9%	6%	12%	9%	10%	11%	8%	9%	10%		
	22	257	25	50	55	59	32	60	261	19		
Much less	14%	12%	11%	13%	12%	10%	13%	12%	12%	10%		
	23	337	44	55	70	59	38	94	338	19		
I don't know	0%	2%	1%	1%	2%	1%	1%	2%	2%	2%		
	0	51	6	6	13	8	3	16	45	5		
NET: More	25%	13%	15%	15%	16%	16%	14%	11%	14%	9%		
	42	386	57	62	91	95	39	84	411	18		
	b											
NET: Less	27%	21%	18%	25%	21%	21%	24%	20%	21%	20%		
	45	594	69	105	124	118	70	154	599	38		
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	3%	2%	3%	3%	2%	5%	3%	3%	3%	
-	87	26	62	14	22	24	28	42	45	
Slightly more	10%	8%	11%	10%	11%	10%	10%	11%	9%	
-	303	98	205	52	107	51	94	158	146	
No change	67%	75%	62%	68%	68%	66%	68%	68%	67%	
	2046	921	1126	356	679	344	667	1006	1041	
-	B									
Slightly less	7%	5%	8%	7%	7%	7%	7%	7%	7%	
-	214	62	152	36	74	35	69	104	110	
Much less	11%	9%	12%	11%	10%	12%	11%	10%	11%	
	330	107	223	60	104	60	106	154	177	
-	a									
I don't know	2%	1%	2%	2%	2%	1%	2%	2%	2%	
-	53	14	39	9	17	5	21	24	30	
NET: More	13%	10%	15%	12%	13%	14%	12%	13%	12%	
	391	124	267	65	129	74	122	200	191	
-	a									
NET: Less	18%	14%	21%	18%	18%	18%	18%	17%	19%	
-	544	170	374	96	177	95	175	257	287	
-	A									
Effective Column n	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base**: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	3%	5%	2%	1%	1%	0%	3%	3%	4%	2%	3%	3%	4%	2%											
	11	52	19	4	5	1	44	43	26	18	21	22	63	25											
Slightly more	c d f														b										
	14%	15%	8%	3%	3%	3%	11%	9%	10%	12%	12%	7%	13%	7%											
	60	144	77	11	22	11	174	129	66	108	76	53	195	104											
	c D F														B										
No change	68%	61%	70%	75%	73%	72%	66%	69%	66%	66%	67%	71%	65%	70%											
	287	594	676	255	489	235	1060	986	451	609	430	556	1007	1032											
Slightly less	b														a										
	7%	7%	8%	6%	5%	5%	7%	7%	7%	7%	7%	7%	8%	6%											
	29	67	80	20	36	16	113	100	48	65	47	53	120	92											
Much less	6%	10%	11%	13%	15%	18%	12%	10%	13%	11%	9%	10%	9%	13%											
	24	97	108	44	102	58	192	138	87	105	59	79	139	191											
I don't know	a														a										
	3%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	2%	1%	2%											
	13	17	10	6	13	7	24	29	9	14	12	18	21	31											
NET: More	17%	20%	10%	4%	4%	4%	14%	12%	13%	14%	15%	10%	17%	9%											
	72	196	96	15	27	12	219	172	92	127	97	74	258	129											
NET: Less	c D F														B										
	12%	17%	19%	19%	21%	23%	19%	17%	20%	18%	16%	17%	17%	19%											
	53	164	188	64	138	74	306	238	136	170	105	133	259	283											
Effective Column n	a																								
	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base																									
	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	1%	3%		3%	3%	7%		5%	1%	3%		3%	2%	1%	3%	2%		
	4	9		7	10	19	1	17	3	7	77	6	4	1	74	14		
Slightly more	11%	8%		16%	8%	12%	9%	14%	9%	7%		11%	5%	9%	7%	11%		
	32	24		40	25	33	26	46	28	16	270	13	14	6	243	59		
No change	68%	64%		60%	77%	65%	70%	57%	71%	69%	67%	71%	68%	77%	67%	70%		
	189	182		150	225	180	199	192	212	172	1701	172	104	70	1502	543		
Slightly less	8%	6%		5%	4%	5%	11%	8%	8%	8%	7%	7%	8%	5%	7%	7%		
	23	18		11	13	13	32	28	23	19	181	17	11	5	158	55		
Much less	9%	15%		14%	6%	9%	8%	14%	10%	12%		11%	13%	10%	9%	11%		
	25	42		36	18	24	24	47	29	31	275	32	15	8	247	84		
I don't know	3%	3%		2%	0%	2%	1%	2%	2%	1%	2%	1%	3%	1%	1%	3%		
	7	8		6	1	6	2	6	5	3	45	3	4	1	34	20		
NET: More	13%	11%		19%	12%	19%	10%	19%	11%	10%	14%	8%	12%	8%	14%	9%		
	35	32		47	35	52	27	62	32	24	347	19	18	7	317	73		
NET: Less	17%	21%	k	19%	11%	13%	20%	22%	17%	20%	18%	20%	17%	15%	18%	18%		
	48	60		47	31	37	56	75	52	49	456	48	26	13	405	139		
Effective Column n																		
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553		
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947		
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Items requiring a signature by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	13%	2%	5%	3%	2%	3%	5%	14%	2%	3%	3%	
	21	67	18	14	9	20	14	12	81	7		
	B											
Slightly more	15%	10%	7%	7%	13%	13%	11%	8%	10%	4%		
	24	279	28	30	75	75	31	64	295	8		
								b				
No change	50%	68%	71%	69%	65%	63%	65%	71%	67%	74%		
	83	1964	277	287	384	362	186	550	1901	140		
		A										
Slightly less	9%	7%	6%	7%	7%	9%	6%	6%	7%	4%		
	15	198	25	30	44	52	17	45	203	8		
Much less	13%	11%	9%	13%	11%	11%	12%	11%	11%	11%		
	21	310	34	53	62	61	34	86	309	22		
I don't know	1%	2%	2%	1%	2%	1%	1%	3%	2%	2%		
	1	52	9	3	13	5	3	20	47	5		
NET: More	27%	12%	12%	11%	14%	16%	16%	10%	13%	8%		
	45	345	46	45	84	95	45	76	376	14		
	B											
NET: Less	22%	18%	15%	20%	18%	20%	18%	17%	18%	16%		
	36	508	59	84	106	113	51	131	512	29		
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Much more	3%	3%	3%	2%	3%	5%	2%	4%	3%
	98	35	63	13	34	28	23	56	42
	-								
Slightly more	12%	9%	15%	11%	13%	12%	12%	12%	13%
	373	105	268	60	135	63	115	173	201
	-		A						
No change	67%	76%	60%	70%	66%	65%	67%	66%	67%
	2028	938	1090	370	660	338	660	988	1040
	-	B							
Slightly less	7%	4%	9%	5%	8%	6%	7%	7%	6%
	205	46	159	27	79	30	69	108	97
	-		A						
Much less	9%	7%	10%	9%	8%	11%	9%	9%	9%
	274	86	188	48	80	55	91	131	143
	-		a						
I don't know	2%	1%	2%	2%	2%	1%	3%	2%	2%
	56	18	38	9	15	5	27	32	24
	-								
NET: More	16%	11%	18%	14%	17%	18%	14%	15%	16%
	471	140	331	73	168	91	138	228	243
	-		A						
NET: Less	16%	11%	19%	14%	16%	16%	16%	16%	16%
	479	132	347	75	159	85	160	239	240
	-		A						
Effective Column n									
	1737	324	1413	303	575	299	560	830	907
Unweighted base	2973	555	2418	519	984	512	958	1420	1553
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 2

Age													Working status	
Column %	SEG													
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Much more	4%	5%	2%	0%	1%	1%	3%	3%	5%	3%	4%	2%	4%	2%
	18	53	23	0	4	4	55	43	31	23	27	16	68	26
	d	c d f			-		-	-					b	
Slightly more	15%	16%	11%	9%	6%	3%	13%	12%	14%	12%	14%	10%	16%	9%
	64	160	108	30	41	11	205	168	99	107	92	76	240	133
	F	c d F	f		-		-	-					B	
No change	65%	60%	70%	76%	73%	71%	65%	69%	62%	67%	67%	71%	65%	70%
	274	583	683	257	488	231	1042	987	430	612	432	555	996	1025
		B		a B	-	b	-	-				c		a
Slightly less	10%	7%	5%	4%	6%	8%	7%	6%	6%	8%	5%	7%	7%	7%
	43	71	51	14	41	26	118	87	44	74	34	54	102	101
					-		-	-						
Much less	3%	9%	10%	9%	11%	14%	10%	8%	11%	9%	8%	9%	7%	11%
	15	88	96	30	75	45	156	118	76	80	49	69	115	158
		a	a	a	-	A	-	-						a
I don't know	3%	2%	1%	3%	3%	3%	2%	2%	1%	3%	2%	2%	2%	2%
	11	16	10	9	19	10	33	23	9	24	10	13	24	31
					-		-	-						
NET: More	19%	22%	14%	9%	7%	5%	16%	15%	19%	14%	19%	12%	20%	11%
	83	212	131	30	45	15	260	211	130	130	120	91	307	159
	c d F	C D F	f		-		-	-	f		f		B	
NET: Less	13%	16%	15%	13%	17%	22%	17%	14%	17%	17%	13%	16%	14%	18%
	57	159	147	44	116	71	274	205	119	154	83	123	217	259
					-		-	-						a
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	2%	5%	4%	3%	5%	2%	6%	2%	2%	4%	2%	2%	2%	4%	2%	2%			
	5	14	10	8	15	5	22	6	6	89	4	3	2	80	18				
Slightly more	13%	9%	16%	11%	14%	9%	18%	11%	11%	12%	11%	14%	8%	13%	10%	**			
	35	26	40	31	39	25	61	33	28	318	26	21	7	294	79				
No change	69%	64%	63%	77%	66%	73%	51%	70%	66%	66%	67%	67%	77%	66%	68%	**			
	194	181	158	225	181	208	172	211	165	1694	162	102	70	1497	530				
Slightly less	7%	6%	4%	3%	6%	9%	10%	7%	8%	7%	7%	7%	4%	7%	7%	**			
	20	17	9	10	16	26	33	21	21	173	18	10	4	151	54				
Much less	8%	14%	10%	6%	7%	6%	11%	9%	11%	9%	10%	8%	8%	9%	9%	**			
	21	39	25	17	18	18	38	27	26	230	25	12	7	203	71				
I don't know	2%	2%	3%	1%	2%	1%	3%	1%	1%	2%	3%	3%	1%	1%	3%	**			
	4	6	7	2	6	2	9	4	3	44	7	4	1	33	24				
NET: More	14%	14%	20%	13%	19%	11%	25%	13%	14%	16%	12%	16%	10%	17%	12%	**			
	40	40	50	39	54	30	83	39	34	408	30	24	9	373	97				
NET: Less	15%	20%	14%	9%	13%	16%	21%	16%	19%	16%	18%	14%	12%	16%	16%	**			
	41	55	34	27	35	44	71	48	47	403	43	22	11	354	125				
Effective Column n																			
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Tracked post by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Much more	10%	3%	4%	4%	2%	4%	5%	2%	3%	0%	
	16	82	15	17	13	23	13	16	98	0	
	B										
Slightly more	21%	12%	9%	10%	15%	15%	14%	10%	13%	8%	
	34	339	35	43	91	85	40	79	359	14	
	b										
No change	47%	68%	70%	68%	62%	63%	64%	72%	66%	76%	
	77	1951	276	285	367	361	182	558	1877	144	
		A								a	
Slightly less	12%	6%	7%	6%	9%	8%	7%	5%	7%	6%	
	20	185	26	26	54	44	20	36	194	11	
	b										
Much less	9%	9%	9%	10%	8%	9%	10%	9%	9%	6%	
	15	258	33	43	48	53	28	68	263	11	
I don't know	1%	2%	1%	1%	3%	2%	1%	3%	2%	4%	
	2	54	6	5	15	9	2	20	46	8	
NET: More	30%	15%	13%	14%	18%	19%	19%	12%	16%	8%	
	50	421	50	60	103	108	54	95	456	14	
	B								b		
NET: Less	21%	15%	15%	16%	17%	17%	17%	13%	16%	12%	
	35	444	59	68	102	97	48	104	457	22	
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more		0%	0%	1%	1%	0%	1%	0%	1%	0%
	14	0		14	3	3	4	3	11	3
	-		a							
Slightly more		1%	1%	2%	1%	1%	3%	1%	2%	1%
	39	12		27	5	11	14	9	25	14
	-									
No change		35%	57%	19%	33%	36%	35%	35%	35%	35%
	1053		704	350	172	359	180	342	519	535
	-		B							
Slightly less		2%	2%	2%	1%	2%	4%	2%	2%	2%
	63		23	41	5	16	21	21	33	30
	-									
Much less		3%	4%	2%	2%	3%	3%	5%	4%	3%
	98		54	44	10	28	13	47	53	45
	-		b							
I don't know		58%	35%	74%	63%	58%	55%	57%	57%	60%
	1767		436	1331	331	586	286	563	846	921
	-		A							
NET: More		2%	1%	2%	2%	1%	3%	1%	2%	1%
	53		12	41	8	14	18	11	36	17
	-		a					b		
NET: Less		5%	6%	5%	3%	4%	7%	7%	6%	5%
	161		77	84	15	43	34	69	86	75
	-									
Effective Column n										
	1737		324	1413	303	575	299	560	830	907
Unweighted base	2973		555	2418	519	984	512	958	1420	1553
Weighted base	3034		1228	1806	527	1003	519	985	1487	1547
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 2

Age															SEG										Working status		
Column %																											
Weighted counts																											
Column																											
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
Much more	0%	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%												
	2	8	2	1	1	0	6	8	3	2	4	4	4	10	3												
					-			-																			
Slightly more	1%	2%	1%	2%	1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%												
	6	19	8	6	6	0	21	18	9	12	13	5	22	17	17												
					-			-																			
No change	34%	34%	36%	40%	34%	29%	34%	36%	33%	34%	34%	34%	37%	38%	32%												
	143	332	349	135	229	94	543	510	227	317	220	290	581	469													
					-			-					b														
Slightly less	2%	3%	1%	1%	1%	1%	2%	2%	3%	2%	2%	2%	2%	2%	2%												
	9	33	13	3	8	4	36	28	19	17	13	14	37	25	25												
					-			-																			
Much less	2%	3%	4%	2%	3%	5%	3%	3%	5%	3%	3%	3%	3%	3%	4%												
	7	31	38	6	23	16	55	43	32	23	21	22	41	55	55												
					-			-																			
I don't know	61%	56%	58%	56%	60%	65%	59%	57%	58%	60%	58%	57%	55%	61%	61%												
	258	546	561	189	401	212	947	820	398	549	373	447	852	905													
					-			-						a													
NET: More	2%	3%	1%	2%	1%	0%	2%	2%	2%	2%	3%	1%	2%	1%	1%												
	7	28	10	7	7	0	26	26	12	14	17	9	33	20	20												
					-			-																			
NET: Less	4%	7%	5%	3%	5%	6%	6%	5%	7%	4%	5%	5%	5%	5%	8%												
	16	65	51	10	30	20	91	70	52	40	35	36	79	80	50												
					-			-																			
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846													
					-			-																			
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448													
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	0%	0%	1%	0%	1%	0%	1%	0%	0%	0%	0%	0%	1%	1%	1%	**		
	1	1	2	1	3		0	3	0	1	12	1	0	1	12	1		
Slightly more	2%	0%	1%	1%	1%	4%	1%	1%	1%	1%	0%	2%	0%	1%	1%	**		
	5	1	2	4	4	10	4	4	2	35	1	3	0	32	7			
No change	47%	32%	28%	53%	38%	32%	36%	17%	37%	36%	25%	28%	46%	38%	25%	**		
	132	92	70	155	104	92	120	51	93	908	62	42	42	863	191			
	b c f H K l	h		b C e f g H i K L	H k	h	H		H k	-			c H K L	B				
Slightly less	2%	2%	3%	1%	1%	2%	5%	1%	1%	2%	3%	1%	1%	2%	2%	**		
	5	6	7	3	2	4	18	4	3	52	8	2	1	46	17			
Much less	1%	12%	1%	1%	3%	2%	5%	2%	3%	3%	3%	2%	2%	4%	1%	**		
	3	34	1	4	8	6	16	5	7	86	7	4	2	87	11			
	a C d e f h i k l									-				b				
I don't know	48%	53%	67%	43%	56%	60%	52%	78%	58%	57%	68%	67%	50%	54%	71%	**		
	133	149	166	126	156	171	175	236	144	1456	165	101	45	1217	547			
			a D g m			d		A B D E F G I M	d	-	A b D g M	a D g M			A			
NET: More	2%	1%	2%	2%	2%	4%	2%	1%	1%	2%	1%	2%	1%	2%	2%	**		
	6	2	4	5	7	10	7	4	2	46	2	3	1	45	8			
NET: Less	3%	14%	3%	2%	4%	4%	10%	3%	4%	5%	6%	4%	3%	6%	4%	**		
	9	40	9	7	10	11	34	10	10	138	15	6	3	133	29			
			a c d e f h i l				d			-								
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2		
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3		
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QD12: Thinking about these different types of mail, would you say that you now send them more or less often than two years ago? Or has there been no change?: Other by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage				
Column %														
Weighted counts														
Column														
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user				
Much more	3%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%			
	4	9	6	1	2	3	1	2	13					
	b													
Slightly more	5%	1%	0%	2%	2%	2%	1%	0%	1%	2%	2%			
	8	31	1	9	10	12	3	3	34	4				
	b													
No change	27%	35%	33%	29%	29%	32%	28%	47%	34%	47%				
	45	1008	129	123	168	184	80	a B C D E	369	962	a			
Slightly less	6%	2%	2%	1%	3%	1%	3%	2%	2%	2%	2%			
	10	53	8	4	20	7	8	16	60	3	3			
	b													
Much less	6%	3%	2%	2%	2%	2%	5%	6%	3%	8%	8%			
	9	89	6	10	12	11	15	45	84	14	14			
											a			
I don't know	54%	58%	61%	65%	64%	62%	63%	44%	59%	41%				
	89	1678	240	271	375	357	180	344	1684	77	77			
			F	F	F	F	F	B						
NET: More	7%	1%	2%	2%	2%	3%	1%	1%	2%	3%	3%			
	12	40	7	10	12	15	4	4	47	5	5			
	B													
NET: Less	12%	5%	4%	3%	5%	3%	8%	8%	5%	9%	9%			
	19	142	15	14	32	18	23	60	144	18	18			
	b													
Effective Column n														
	106	1631	235	238	391	382	195	296	1676	56	56			
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	95			
Weighted base	165	2869	391	419	587	574	286	777	2836	188	188			
Columns	A	B	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Email	58%	46%	65%	55%	67%	54%	62%	60%	55%
	1740	565	1175	555	338	544	303	888	852
	-		A		A c			b	
Text messaging/ SMS	39%	40%	38%	40%	42%	37%	36%	36%	41%
	1171	493	679	410	212	373	177	539	632
	-								a
Mobile phone calls	34%	34%	33%	34%	36%	33%	32%	34%	34%
	1015	421	594	343	184	332	156	497	518
	-								
Instant Messaging	27%	22%	30%	27%	29%	27%	24%	24%	30%
	818	272	546	279	144	277	118	356	462
	-		A						a
Social networking websites/ apps	26%	22%	29%	24%	28%	27%	26%	23%	29%
	783	268	515	242	142	271	128	334	449
	-		a						a
In person/ face-to-face	13%	10%	16%	14%	12%	14%	12%	13%	14%
	407	123	283	139	63	146	58	187	220
	-		A						
Landline calls	14%	11%	16%	11%	14%	17%	12%	15%	13%
	419	139	281	117	73	171	59	215	204
	-		a		a				
Other	1%	0%	1%	1%	2%	1%	1%	1%	1%
	29	5	24	9	10	6	4	14	14
	-		a						
None in particular	19%	26%	14%	19%	17%	21%	18%	19%	19%
	582	324	258	195	85	212	89	286	296
	-	B							
I don't know	1%	1%	2%	2%	2%	1%	2%	1%	2%
	44	9	36	17	10	9	8	20	24
	-		a						
Effective Column n									
	1747	321	1426	590	294	580	283	843	904
Unweighted base	2961	544	2417	1000	498	983	480	1429	1532
Weighted base	3022	1223	1799	1018	506	1008	490	1481	1541
Columns	A	A	B	A	B	C	D	A	B

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

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

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Email	57%	58%	63%	58%	51%	45%	64%	51%	67%	61%	56%	47%	64%	51%											
	241	557	605	173	337	164	1018	722	451	566	368	354	1006	725											
	f	f	F	f	-	-	-	-	d e F	F	f		B												
Text messaging/ SMS	47%	40%	41%	33%	29%	26%	37%	40%	37%	38%	42%	39%	41%	36%											
	200	384	393	100	194	94	596	575	247	350	276	299	653	513											
	d F	F	F		-	-	-	-					b												
Mobile phone calls	43%	35%	32%	29%	27%	26%	34%	33%	38%	32%	34%	32%	35%	32%											
	183	339	311	87	182	95	551	464	252	299	221	243	556	453											
	b c d F	f		-	-	-	-	-																	
Instant Messaging	43%	34%	23%	13%	12%	11%	28%	26%	27%	28%	27%	26%	30%	23%											
	184	333	221	40	80	40	442	376	181	261	177	200	482	330											
	b C D F	C D F	d F		-	-	-	-					B												
Social networking websites/ apps	49%	33%	20%	12%	10%	7%	25%	27%	25%	26%	26%	27%	28%	23%											
	207	323	190	37	64	26	405	378	165	240	173	205	449	328											
	B C D F	C D F	d F		-	-	-	-					b												
In person/ face-to-face	24%	14%	12%	11%	9%	7%	14%	13%	15%	13%	12%	14%	13%	14%											
	100	131	115	34	61	27	221	186	102	119	82	104	205	196											
	B C d F	f		-	-	-	-	-																	
Landline calls	8%	8%	15%	23%	25%	26%	15%	13%	16%	14%	12%	14%	10%	18%											
	35	77	143	69	164	95	235	184	106	129	79	105	155	263											
			a B	A B c	-	A B C	-	-						A											
Other	0%	0%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%											
	1	4	16	4	8	4	17	12	9	8	3	8	13	16											
					-	-	-	-																	
None in particular	10%	15%	20%	26%	30%	34%	18%	20%	18%	19%	18%	22%	14%	25%											
	43	143	195	78	200	123	295	286	119	176	121	166	224	357											
			A b	A B	-	A B C	-	-						A											
I don't know	2%	2%	1%	2%	1%	1%	1%	2%	1%	1%	2%	2%	1%	1%											
	10	19	8	5	7	2	21	23	9	12	10	13	21	21											
					-	-	-	-																	
Effective Column n	240	587	565	180	355	174	946	801	406	540	357	444	901	839											
Unweighted base	407	995	958	306	601	295	1603	1358	688	915	606	752	1527	1422											
Weighted base	423	967	967	300	665	365	1602	1420	670	932	659	762	1582	1428											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

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

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Email	60%	57%	60%	63%	60%	50%	62%	62%	59%	59%	45%	54%	45%	57%	60%	**			
	149	165	169	161	173	127	224	185	159	1510	108	81	41	1280	458				
			k				k	k		-									
Text messaging/ SMS	40%	38%	44%	39%	33%	37%	50%	44%	35%	40%	29%	32%	32%	40%	35%	**			
	99	110	123	99	95	94	181	130	93	1023	71	48	29	905	265				
						e k l				-									
Mobile phone calls	38%	31%	30%	36%	29%	33%	43%	31%	39%	35%	25%	32%	32%	35%	31%	**			
	96	88	84	91	85	84	154	93	104	878	59	49	29	778	237				
						k				-									
Instant Messaging	20%	30%	29%	22%	23%	28%	35%	28%	35%	28%	21%	25%	23%	28%	24%	**			
	51	85	80	55	65	71	126	83	93	710	50	38	21	634	184				
										-									
Social networking websites/ apps	27%	29%	25%	22%	24%	27%	31%	27%	28%	27%	19%	22%	24%	27%	23%	**			
	68	83	70	56	71	68	112	80	76	683	45	34	22	602	180				
										-									
In person/ face-to-face	14%	16%	14%	11%	6%	15%	22%	15%	10%	14%	10%	10%	12%	14%	11%	**			
	36	46	40	28	17	38	79	44	28	357	24	15	10	318	87				
						e				-									
Landline calls	14%	19%	13%	13%	7%	11%	17%	18%	14%	14%	12%	16%	7%	14%	14%	**			
	35	53	38	32	20	29	63	53	38	361	28	24	6	311	108				
										-									
Other	1%	0%	2%	0%	1%	0%	2%	1%	1%	1%	1%	1%	1%	1%	2%	**			
	2	1	5	1	2	1	6	4	4	25	2	1	1	16	13				
										-									
None in particular	16%	26%	16%	20%	22%	20%	8%	16%	15%	17%	31%	27%	27%	18%	22%	**			
	40	73	43	50	63	52	30	48	40	440	75	42	25	410	171				
		G		g	g	g				-	a c G h i	Gi	G						
I don't know	2%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	8%	1%	2%	**			
	5	4	4	8	4	2	4	2	2	34	2	1	7	29	15				
										-		f g h i k L							
Effective Column n	108	123	116	115	125	114	155	129	117	1102	219	216	209	1192	553	2			
Unweighted base	183	208	197	195	212	194	262	219	198	1868	372	366	355	2020	938	3			
Weighted base	250	287	280	253	289	254	360	297	268	2538	242	151	91	2250	769	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QD13: Which, if any, of these types of communication are you now using more instead of post, compared to two years ago? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Email	53%	58%	53%	56%	58%	71%	68%		47%	61%	3%
	98	1642	204	218	385	374	197		362	1731	6
					f	A B C F	a b c F		B		
Text messaging/ SMS	34%	39%	40%	36%	40%	39%	38%		39%	40%	12%
	64	1108	155	141	264	205	108		298	1149	20
									B		
Mobile phone calls	31%	34%	32%	31%	33%	37%	38%		32%	35%	15%
	57	957	124	120	217	194	110		250	987	25
									B		
Instant Messaging	21%	27%	26%	25%	27%	30%	33%		25%	28%	6%
	39	779	99	99	175	156	96		193	807	11
									B		
Social networking websites/ apps	22%	26%	29%	24%	27%	27%	28%		23%	27%	5%
	40	743	112	94	180	140	80		176	774	9
									B		
In person/ face-to-face	18%	13%	13%	11%	13%	15%	17%		13%	14%	3%
	33	373	50	43	83	77	50		103	400	5
									b		
Landline calls	21%	13%	15%	14%	12%	13%	16%		15%	13%	20%
	39	380	59	55	76	66	45		117	378	35
	b									a	
Other	1%	1%	1%	1%	1%	1%	3%		0%	1%	0%
	2	26	3	3	6	5	10		2	29	0
						f					
None in particular	16%	19%	24%	18%	19%	13%	9%		26%	17%	61%
	30	552	91	72	124	70	25		199	477	104
			d E	e	e			D E		A	
I don't know	1%	2%	3%	1%	1%	1%	0%		2%	1%	0%
	1	43	10	5	9	6	1		15	42	0
Effective Column n											
	110	1636	240	232	426	365	185		299	1687	55
Unweighted base	187	2774	407	393	722	618	314		507	2860	94
Weighted base	186	2836	385	391	659	527	289		770	2842	170
Columns	A	B	A	B	C	D	E	F	A	B	

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

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

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 1

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		74%	76%	72%	64%	78%	77%	77%	74%	
		4467	1855	2612	981	1175	1177	1134	2179	
	-	b			A	A	A		2288	
1 or 2		17%	15%	19%	20%	16%	18%	15%	17%	
		1053	357	696	316	237	273	227	497	
	-		A	b d					556	
3 or 4		3%	3%	3%	5%	2%	2%	3%	3%	
		179	72	107	73	31	35	40	92	
	-			b c					87	
5 to 10		4%	4%	4%	8%	4%	2%	3%	5%	
		248	108	140	119	53	33	42	134	
	-			B C D					114	
11 to 20		1%	2%	1%	3%	1%	0%	1%	2%	
		78	41	37	40	12	6	20	45	
	-			b C					33	
21+		1%	1%	0%	1%	0%	0%	1%	0%	
		31	17	14	14	0	3	13	19	
	-			b			b		11	
Net: Any Received		26%	24%	28%	36%	22%	23%	23%	27%	
		1589	596	992	564	334	350	341	788	
	-		a	B C D					801	
Effective Column n		3484	645	2838	892	870	878	844	1673	
									1811	
Average		1.0	1.1	1.0	1.8	0.6	0.6	1.0	1.2	
Standard Deviation		3.7	3.8	3.7	5.2	1.9	2.3	4.3	4.4	
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 2

Age													Working status		
SEG															
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working	
None	77%	72%	75%	77%	73%	70%	71%	77%	66%	74%	73%	81%	71%	76%	
	654	1390	1446	490	977	487	2269	2198	898	1371	946	1253	2232	2220	
					-	-	-	-		C	c	CDE		A	
1 or 2	18%	21%	17%	14%	13%	13%	20%	15%	23%	17%	17%	13%	20%	14%	14%
	155	399	322	87	177	89	626	427	318	309	224	202	641	400	
		d f			-	-	-	-	D e F	f	f		B		
3 or 4	1%	3%	3%	4%	4%	3%	3%	3%	3%	3%	4%	2%	3%	3%	3%
	12	55	64	24	48	24	95	84	42	54	52	32	100	80	
					-	-	-	-							
5 to 10	2%	4%	4%	4%	6%	9%	5%	3%	5%	5%	4%	3%	3%	5%	5%
	21	72	69	27	86	59	153	95	69	84	53	42	109	138	
					-	A B C d	-	-							
11 to 20	1%	1%	1%	1%	2%	3%	1%	1%	2%	1%	2%	1%	1%	2%	2%
	4	19	26	8	28	20	44	34	23	21	24	9	32	46	
					-	a b	-	-							
21+	0%	0%	1%	1%	1%	2%	1%	0%	1%	1%	0%	0%	0%	1%	1%
	1	3	10	4	17	13	22	9	9	13	4	5	12	19	
					-	a B c	-	-							
Net: Any Received	23%	28%	25%	23%	27%	30%	29%	23%	34%	26%	27%	19%	29%	24%	24%
	194	547	492	150	356	206	941	648	460	480	358	290	894	682	
					-	-	-	-	D e F	F	F		B		
Effective Column n															
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685	
Average	0.6	0.8	1.0	0.9	1.6	2.2	1.2	0.8	1.3	1.0	1.0	0.7	0.9	1.1	1.1
Standard Deviation	3.6	2.5	3.2	3.2	5.5	6.9	3.9	3.5	4.5	3.5	3.3	3.6	3.1	4.3	4.3
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870	
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
None	77%	79%	72%	68%	71%	74%	71%	73%	74%	73%	75%	79%	81%	74%	74%	**		
	409	453	380	370	400	396	494	434	384	3720	362	239	147	3328	1134			
1 or 2	15%	14%	16%	19%	23%	17%	21%	17%	16%	18%	18%	13%	15%	18%	17%	**		
	78	80	85	104	127	93	147	103	84	902	85	39	27	789	262			
3 or 4	2%	3%	4%	5%	3%	3%	2%	3%	3%	3%	3%	3%	2%	3%	3%	**		
	9	16	23	26	18	16	14	16	15	153	14	10	3	135	45			
5 to 10	4%	3%	5%	6%	3%	5%	3%	4%	5%	4%	4%	3%	3%	4%	5%	**		
	23	17	26	34	18	25	24	23	25	213	21	9	5	170	78			
11 to 20	2%	1%	2%	2%	0%	1%	1%	3%	2%	1%	1%	2%	0%	1%	1%	**		
	11	3	10	11	0	5	6	15	8	69	3	6	0	58	20			
21+	0%	0%	1%	0%	0%	0%	1%	1%	0%	1%	0%	0%	0%	1%	0%	**		
	0	2	6	1	2	2	9	6	1	30	0	0	0	27	4			
Net: Any Received	23%	21%	28%	32%	29%	26%	29%	27%	26%	27%	25%	21%	19%	26%	26%	**		
	121	117	150	176	165	142	201	163	133	1367	123	64	35	1179	409			
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	0.9	0.7	1.4	1.2	0.7	0.9	1.3	1.4	1.0	1.1	0.8	0.8	0.5	1.0	1.0	0.2		
Standard Deviation	3.1	3.3	4.5	3.1	2.1	2.8	5.8	5.2	3.4	3.9	2.2	2.5	1.7	3.7	3.8	0.5		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QE1: Post received in the last week: Invitations/ greetings cards/ postcards by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
None	64%	74%	81%	75%	73%	69%	65%		77%	73%	78%
	223	4244	626	604	913	764	374		1185	4169	281
		A	b c D E	e	e			d E			
1 or 2	28%	17%	13%	16%	18%	20%	25%		16%	18%	6%
	98	955	99	128	220	221	143		242	1029	22
		B		a	a		A b c f		B		
3 or 4	2%	3%	2%	4%	3%	4%	4%		2%	3%	3%
	8	172	17	33	33	40	23		33	169	10
5 to 10	5%	4%	3%	4%	5%	4%	5%		4%	4%	9%
	18	230	22	29	63	48	27		59	216	32
											A
11 to 20	1%	1%	2%	2%	1%	2%	1%		1%	1%	3%
	4	74	12	12	8	18	7		21	69	9
21+	0%	1%	0%	0%	1%	1%	0%		0%	0%	1%
	0	31	0	3	9	9	2		7	27	4
Net: Any Received	36%	26%	19%	25%	27%	31%	35%		23%	27%	22%
	127	1461	150	206	333	337	201		362	1509	77
			a	a	A f		A b c F				
Effective Column n											
	216	3268	475	470	817	747	380		595	3363	111
Average	1.0	1.0	0.7	1.0	1.0	1.3	1.1		0.9	1.0	1.8
Standard Deviation	2.2	3.8	2.6	3.3	4.2	4.6	3.4		3.4	3.4	7.0
Unweighted base	368	5566	809	800	1391	1272	648		1014	5729	189
Weighted base	351	5705	776	810	1246	1101	575		1547	5679	358
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 1

Methodology				Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		80%	83%	78%	80%	80%	82%	78%	77%	82%
		4829	2027	2802	1236	1201	1247	1145	2299	2530
		B							a	
1 or 2		16%	14%	18%	15%	16%	16%	18%	18%	15%
		994	342	652	237	248	243	267	523	471
		a								
3 or 4		2%	2%	2%	3%	2%	1%	2%	3%	1%
		126	50	75	42	31	18	34	83	43
									b	
5 to 10		2%	1%	2%	2%	2%	1%	2%	2%	1%
		95	29	66	29	23	19	24	58	37
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%	0%
		5	0	5	0	2	0	3	1	4
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%
		8	3	4	1	5	0	2	3	5
Net: Any Received		20%	17%	22%	20%	20%	18%	22%	23%	18%
		1227	424	803	309	308	280	330	668	559
		A							b	
Effective Column n										
		3484	645	2838	892	870	878	844	1673	1811
Average		0.5	0.4	0.5	0.5	0.5	0.3	0.5	0.5	0.4
Standard Deviation		1.8	1.5	2.0	2.0	2.5	0.9	1.5	1.9	1.7
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	AB C1	C2 DE	AB	C1	C2	DE	Working	Not working											
None	81% 689	80% 1552	82% 1591	76% 484	75% 998	74% 514	78% 2512	81% 2318	74% 1006	81% 1505	79% 1028	84% 1290	79% 2482	80% 2326											
	f	f	d f		-		-			C	c	C e													
1 or 2	15% 130	15% 292	15% 288	21% 133	21% 284	22% 150	18% 566	15% 427	20% 278	16% 288	18% 231	13% 196	16% 511	16% 478											
				b c	-	a b c	-		d F		f														
3 or 4	2% 16	2% 48	1% 28	2% 14	3% 34	3% 20	2% 76	2% 50	3% 40	2% 36	2% 23	2% 27	2% 66	2% 58											
					-		-																		
5 to 10	1% 12	2% 40	2% 31	1% 6	1% 12	1% 6	1% 48	2% 47	2% 26	1% 21	1% 18	2% 29	2% 62	1% 33											
					-		-						b												
11 to 20	0% 0	0% 3	0% 0	0% 0	0% 1	0% 1	0% 3	0% 2	0% 3	0% 0	0% 1	0% 0	0% 3	0% 2											
					-		-																		
21+	0% 2	0% 3	0% 0	1% 3	0% 3	0% 0	0% 5	0% 3	0% 5	0% 0	0% 2	0% 1	0% 3	0% 5											
					-		-																		
Net: Any Received	19% 159	20% 386	18% 347	24% 156	25% 334	26% 178	22% 698	19% 529	26% 352	19% 346	21% 276	16% 253	21% 644	20% 576											
				c	-	a b c	-	D e F		f															
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Average	0.4	0.5	0.4	0.6	0.5	0.5	0.5	0.4	0.7	0.3	0.5	0.4	0.5	0.4											
Standard Deviation	2.5	2.0	1.1	2.4	1.9	1.3	1.9	1.8	2.7	1.0	2.2	1.3	1.9	1.8											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Personal letters by Demographics Part 3

UK nation										Rurality									
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	86%	79%	81%	76%	78%	82%	74%	80%	81%	79%	80%	79%	89%	80%	78%	**			
	457	450	429	412	440	441	512	480	417	4038	389	239	162	3614	1209				
	d G									-			d g k l						
1 or 2	11%	16%	14%	19%	19%	13%	21%	17%	17%	17%	16%	17%	9%	16%	18%	**			
	57	94	73	106	108	71	147	104	89	848	79	50	16	715	279				
						a m				-		m							
3 or 4	1%	3%	3%	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	2%	2%	**			
	7	17	18	13	9	13	17	7	8	108	9	7	2	96	30				
										-									
5 to 10	1%	2%	0%	3%	1%	2%	2%	1%	1%	2%	1%	2%	1%	2%	2%	**			
	8	10	2	15	7	12	17	7	3	80	7	7	1	72	23				
										-									
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	1	0	1	1	1	0	0	4	0	0	1	4	0				
										-									
21+	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	1	0	6	0	0	0	1	0	0	8	0	0	0	6	2				
										-									
Net: Any Received	14%	21%	19%	24%	22%	18%	26%	20%	19%	21%	20%	21%	11%	20%	22%	**			
	72	120	100	133	125	97	183	118	100	1049	95	64	19	893	334				
			a m			A m				-	m	M							
Effective Column n																			
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	0.3	0.4	0.8	0.5	0.4	0.4	0.6	0.4	0.3	0.5	0.4	0.5	0.3	0.4	0.5	0.0			
Standard Deviation	1.4	1.1	4.0	1.4	1.0	1.3	2.7	1.1	0.7	1.9	1.0	1.4	1.5	1.8	2.0	0.0			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QE1: Post received in the last week: Personal letters by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
None	62%	81%	82%	79%	78%	78%	77%	83%	80%	75%	
	219	4610	636	637	971	856	445	1284	4547	270	
		A									
1 or 2	29%	16%	13%	18%	19%	17%	19%	13%	16%	21%	
	102	892	102	146	239	191	107	208	912	76	
	B				a f					a	
3 or 4	5%	2%	3%	2%	2%	2%	2%	2%	2%	2%	
	16	110	21	15	21	24	10	34	118	7	
	b										
5 to 10	3%	1%	2%	1%	1%	2%	2%	1%	2%	1%	
	12	83	15	9	16	26	12	17	90	5	
	b										
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	1	4	1	2	0	1	1	0	5	0	
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	1	7	0	1	0	2	1	4	7	1	
Net: Any Received	38%	19%	18%	21%	22%	22%	23%	17%	20%	25%	
	132	1095	140	173	276	245	131	263	1132	89	
	B										
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	0.9	0.4	0.4	0.5	0.4	0.5	0.5	0.4	0.4	0.6	
Standard Deviation	2.0	1.8	1.4	2.5	0.9	2.0	2.3	1.8	1.7	3.4	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		34%	40%	30%	34%	32%	36%	35%	33%	35%
		2068	984	1084	521	484	543	520	991	1077
		B								
1 or 2		37%	37%	37%	36%	36%	38%	37%	37%	37%
		2235	919	1316	561	546	575	553	1095	1140
3 or 4		15%	13%	17%	16%	17%	14%	13%	15%	15%
		917	309	608	242	258	221	196	450	467
		A								
5 to 10		12%	8%	15%	12%	13%	11%	13%	13%	12%
		741	206	535	187	195	173	185	377	364
		A								
11 to 20		1%	1%	1%	2%	2%	1%	1%	2%	1%
		80	28	52	32	23	10	15	48	32
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%
		15	6	9	2	3	5	5	7	8
Net: Any Received		66%	60%	70%	66%	68%	64%	65%	67%	65%
		3988	1468	2520	1024	1025	984	955	1977	2011
		A								
Effective Column n		3484	645	2838	892	870	878	844	1673	1811
Average		2.2	1.8	2.4	2.2	2.2	2.0	2.1	2.2	2.1
Standard Deviation		3.3	2.8	3.5	3.1	3.0	3.7	3.1	3.1	3.4
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
None	46%	37%	28%	33%	31%	30%	28%	41%	26%	30%	39%	42%	34%	34%											
	394	718	539	210	418	208	907	1161	348	559	513	648	1055	997											
	B C D F	C f			-		-	-		c	C D	C D													
1 or 2	37%	35%	38%	37%	37%	38%	39%	34%	40%	39%	34%	34%	38%	36%											
	312	684	741	234	499	265	1267	969	540	727	445	523	1190	1035											
					-		-	e f		e f															
3 or 4	11%	14%	18%	16%	15%	15%	17%	14%	16%	17%	14%	13%	15%	16%											
	89	278	345	99	204	104	531	386	218	313	188	198	454	461											
			a		-		-																		
5 to 10	6%	12%	14%	14%	14%	14%	14%	10%	16%	12%	11%	10%	12%	12%											
	49	229	276	87	186	100	448	293	222	225	142	152	380	360											
		A	A	A	-	A	-	d e f																	
11 to 20	0%	1%	2%	2%	2%	2%	2%	1%	2%	1%	1%	1%	1%	1%											
	2	25	32	10	21	11	49	30	24	26	14	17	43	37											
					-		-																		
21+	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%	0%											
	1	4	5	1	5	4	8	8	7	0	2	6	4	11											
					-		-																		
Net: Any Received	54%	63%	72%	67%	69%	70%	72%	59%	74%	70%	61%	58%	66%	66%											
	454	1220	1399	430	915	484	2303	1685	1011	1291	790	895	2071	1905											
		A	A B	A	-	A b	-	d e f	E F																
Effective Column n																									
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Average	1.4	2.1	2.5	2.2	2.3	2.4	2.4	1.9	2.7	2.2	2.0	1.8	2.1	2.2											
Standard Deviation	4.0	3.0	3.1	3.0	3.3	3.5	3.5	2.9	4.4	2.6	2.9	2.9	3.4	3.1											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
None	36%	38%	30%	37%	34%	38%	31%	29%	37%	34%	30%	32%	47%	35%	31%	**		
	192	218	158	202	189	203	213	173	189	1739	148	96	86	1580	485			
1 or 2	35%	37%	37%	39%	42%	37%	40%	38%	35%	38%	33%	34%	30%	37%	36%	**		
	184	210	198	212	235	199	276	225	180	1919	159	102	55	1674	558			
3 or 4	15%	14%	17%	13%	14%	12%	15%	16%	15%	15%	19%	17%	14%	14%	17%	**		
	78	82	89	72	81	66	107	98	77	750	91	50	25	652	265			
5 to 10	14%	10%	14%	10%	9%	11%	12%	15%	12%	12%	16%	15%	7%	12%	14%	**		
	74	55	72	56	51	57	84	92	64	605	77	45	13	529	212			
11 to 20	0%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	3%	1%	1%	1%	**		
	0	4	8	3	7	13	10	10	6	61	8	9	1	60	20			
21+	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	1	1	4	0	1	0	5	0	2	13	1	0	0	12	4			
Net: Any Received	64%	62%	70%	63%	66%	62%	69%	71%	63%	66%	70%	68%	53%	65%	69%	**		
	337	352	371	344	375	334	482	425	328	3349	337	207	95	2927	1058			
Effective Column n			m				m	m		-	M	M						
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.1	1.8	2.4	1.8	2.0	2.0	2.3	2.4	2.2	2.1	2.6	2.5	1.5	2.1	2.3	1.0		
Standard Deviation	2.8	2.6	3.2	2.5	2.8	2.9	3.5	3.1	5.2	3.3	3.2	3.4	2.5	3.3	3.0	1.1		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QE1: Post received in the last week: Formal letters from organisations or individuals by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability													
QJ6: Annual household income										QJ2: Internet usage			
Column %													
Weighted counts													
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user			
None	37%	34%	40%	33%	42%	34%	29%	23%	39%	33%	56%		
	129	1940	b c D E	E	E	e		D E	604	1860	200		
1 or 2	34%	37%	35%	38%	36%	36%	37%	38%	37%	34%	34%		
	120	2116	270	309	449	400	215	592	2104	123			
3 or 4	14%	15%	13%	15%	17%	17%	17%	13%	16%	5%			
	49	867	104	122	206	190	100	196	898	18			
								B					
5 to 10	14%	12%	11%	12%	12%	15%	20%	9%	13%	5%			
	47	693	83	94	150	165	113	137	724	17			
					f	A b c F		B					
11 to 20	1%	1%	0%	1%	1%	2%	3%	1%	1%	0%			
	4	76	4	10	14	22	15	15	78	1			
21+	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%			
	2	14	2	4	2	1	2	4	15	0			
Net: Any Received	63%	66%	60%	67%	66%	71%	77%	61%	67%	44%			
	222	3766	463	540	821	777	445	943	3818	159			
			a	a	A F	A B C d F		B					
Effective Column n													
	216	3268	475	470	817	747	380	595	3363	111			
Average	2.2	2.2	1.9	2.2	2.1	2.5	3.0	1.8	2.2	1.0			
Standard Deviation	3.3	3.3	2.8	3.3	2.7	4.2	3.6	2.8	3.3	2.0			
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189			
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358			
Columns	A	B	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		40%	39%	40%	42%	41%	39%	38%	39%
		2411	954	1457	644	617	592	558	1165
									1246
1 or 2		44%	45%	43%	42%	42%	46%	47%	44%
		2667	1106	1561	646	627	700	693	1293
									1374
3 or 4		11%	11%	10%	10%	11%	11%	10%	11%
		639	264	375	161	168	164	146	317
									321
5 to 10		5%	4%	5%	5%	6%	4%	5%	6%
		301	108	193	81	86	61	72	171
									130
11 to 20		1%	1%	0%	1%	1%	1%	0%	1%
		33	16	16	9	11	8	4	18
									15
21+		0%	0%	0%	0%	0%	0%	0%	0%
		5	3	2	3	0	2	1	3
									2
Net: Any Received		60%	61%	60%	58%	59%	61%	62%	61%
		3645	1497	2148	901	892	935	917	1802
									1843
Effective Column n									
		3484	645	2838	892	870	878	844	1673
									1811
Average		1.4	1.5	1.4	1.4	1.4	1.4	1.4	1.4
Standard Deviation		2.5	3.0	2.2	2.4	2.1	3.4	1.9	2.3
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
									3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
									3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 2

Age													SEG			Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working				
None	50%	36%	37%	42%	43%	43%	40%	40%	37%	42%	38%	42%	37%	43%	43%			
	427	696	720	271	567	296	1272	1139	498	774	493	646	1157	1241				
1 or 2	B C d f			b	-	b	-	-						A				
	40%	45%	46%	43%	43%	42%	44%	44%	46%	43%	43%	44%	45%	43%	43%			
	339	873	887	277	569	292	1422	1245	618	804	564	681	1401	1257				
3 or 4																		
	6%	12%	12%	8%	10%	11%	10%	11%	11%	10%	12%	10%	12%	9%	9%			
	51	227	230	53	131	78	331	308	149	182	159	149	368	265				
5 to 10	A		a		-	a	-	-					b					
	3%	7%	4%	5%	4%	4%	5%	5%	6%	4%	6%	4%	6%	4%	4%			
	27	136	79	33	58	25	158	142	81	78	81	62	172	127	127			
11 to 20	a c f																	
	0%	0%	1%	1%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%			
	3	6	17	5	6	1	23	10	11	11	5	5	22	10	10			
21+					-		-	-										
	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	1	0	4	0	1	1	3	2	2	1	2	0	5	1	1			
Net: Any Received					-		-	-										
	50%	64%	63%	58%	57%	57%	60%	60%	63%	58%	62%	58%	63%	57%	57%			
	421	1242	1217	369	765	396	1938	1707	861	1076	810	897	1969	1661				
Effective Column n	A d f		A	a	-	a	-	-					B					
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685				
Average	1.0	1.5	1.5	1.3	1.3	1.2	1.4	1.4	1.6	1.3	1.5	1.2	1.6	1.6	1.2			
Standard Deviation	2.2	2.0	3.4	2.1	1.9	1.7	2.9	2.0	3.6	2.3	2.2	1.8	2.9	2.0	2.0			
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870	2870			
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902	2902			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	44%	42%	38%	40%	33%	44%	43%	38%	36%	40%	41%	39%	39%	40%	39%	**			
	231	240	202	216	187	234	301	227	189	2026	197	117	71	1809	598				
1 or 2	40%	44%	47%	45%	53%	38%	42%	44%	46%	44%	40%	43%	50%	44%	44%	**			
	212	250	248	245	297	205	291	263	240	2251	193	131	91	1986	680				
3 or 4	11%	10%	8%	12%	11%	12%	8%	11%	10%	10%	15%	10%	8%	10%	12%	**			
	56	56	43	63	65	65	54	67	51	519	75	30	15	460	178				
5 to 10	5%	4%	6%	3%	3%	5%	6%	6%	7%	5%	3%	7%	2%	5%	5%	**			
	28	22	32	18	16	30	44	36	35	261	15	20	4	223	78				
11 to 20	0%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	**			
	2	1	5	3	1	4	5	3	2	26	4	2	1	24	9				
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	0	0	0	0	0	3	1	3	1	1	0	5	1				
Net: Any Received	56%	58%	62%	60%	67%	56%	57%	62%	64%	60%	59%	61%	61%	60%	61%	**			
	299	330	327	330	378	303	394	371	328	3061	288	185	111	2697	945				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	1.3	1.2	1.4	1.4	1.3	1.4	1.3	1.6	1.5	1.4	1.4	1.8	1.3	1.4	1.4	0.7			
Standard Deviation	1.9	1.6	2.2	2.1	1.5	2.3	2.0	2.8	2.6	2.1	2.0	6.1	3.5	2.6	2.2	1.2			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QE1: Post received in the last week: Bills/ invoices/ statements by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
None	45%	39%	42%	43%	39%	36%	34%	42%	39%	43%	
	158	2253	328	347	481	401	198	657	2242	155	
1 or 2	33%	45%	44%	43%	45%	44%	45%	43%	44%	42%	
	114	2553	339	350	564	487	259	667	2513	152	
3 or 4	12%	A	10%	10%	8%	11%	13%	11%	9%	11%	11%
	41	598	80	65	137	149	63	145	599	38	
5 to 10	10%		5%	4%	5%	5%	8%	4%	5%	3%	
	b	33	267	29	40	61	55	48	69	289	10
11 to 20	1%		1%	0%	1%	0%	1%	1%	0%	1%	1%
	4	29	1	8	4	9	6	6	30	2	
21+	0%		0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	5	0	0	0	1	1	3	5	0	
Net: Any Received	55%	61%	58%	57%	61%	64%	66%	58%	61%	57%	
	193	3452	449	463	766	700	377	890	3436	203	
Effective Column n	216	3268	475	470	817	747	380	595	3363	111	
Average	1.7	1.4	1.2	1.3	1.4	1.6	1.8	1.3	1.4	1.2	
Standard Deviation	2.6	2.5	1.7	2.3	1.8	2.8	4.6	2.2	2.6	2.0	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 1

Methodology			Quarter				Gender		
Column %	Weighted counts								
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		54%	63%	48%	51%	53%	57%	56%	52%
	3276	1541	1735	785	795	874	823	1664	1612
	-	B				a		b	
1 or 2		34%	26%	40%	33%	35%	33%	35%	34%
	2070	642	1428	514	533	503	520	1003	1067
	-		A						
3 or 4		7%	7%	8%	10%	8%	6%	6%	9%
	452	178	274	154	118	94	85	188	264
	-			c d					a
5 to 10		4%	3%	4%	5%	4%	3%	3%	4%
	229	83	146	82	53	53	42	99	130
	-								
11 to 20		0%	0%	1%	0%	0%	0%	0%	0%
	23	5	18	7	7	3	5	11	11
	-								
21+		0%	0%	0%	0%	0%	0%	0%	0%
	7	3	3	3	3	0	0	2	5
	-								
Net: Any Received		46%	37%	52%	49%	47%	43%	44%	48%
	2780	910	1869	760	714	653	652	1303	1477
	-		A	c					a
Effective Column n		3484	645	2838	892	870	878	844	1673
									1811
Average		1.1	0.9	1.2	1.3	1.1	0.9	0.9	1.1
Standard Deviation		2.4	2.4	2.4	3.0	2.9	1.5	1.8	2.5
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 2

Age													Working status		
SEG															
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
None	55%	49%	52%	66%	65%	64%	52%	56%	50%	54%	53%	59%	51%	58%	58%
	464	942	1003	424	867	443	1679	1597	678	1001	691	906	1582	1678	1678
	b			a B C	-	a B C	-	-				c		A	
1 or 2	36%	37%	34%	28%	28%	28%	36%	32%	39%	34%	34%	30%	36%	32%	32%
	306	726	666	177	372	195	1155	915	524	631	449	467	1132	929	929
	d f	D f	d f		-		-	-	f				b		
3 or 4	6%	8%	9%	5%	6%	6%	8%	7%	8%	8%	8%	6%	8%	7%	7%
	54	147	177	31	74	43	254	198	103	151	105	94	259	192	192
				-		-	-								
5 to 10	3%	5%	4%	1%	1%	2%	3%	4%	4%	3%	4%	5%	4%	3%	3%
	21	103	86	7	18	12	108	121	49	59	50	71	136	93	93
		a D f	d f		-		-	-							
11 to 20	0%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	0%
	2	14	5	1	1	0	8	14	2	6	8	6	15	8	8
				-		-	-								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	6	0	0	0	0	6	1	2	3	1	0	3	3	3
				-		-	-								
Net: Any Received	45%	51%	48%	34%	35%	36%	48%	44%	50%	46%	47%	41%	49%	42%	42%
	384	996	935	216	466	249	1530	1250	680	850	612	637	1544	1225	1225
	d f	a D F	D F		-		-	f					B		
Effective Column n															
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685	1685
Average	0.9	1.4	1.1	0.6	0.7	0.7	1.1	1.0	1.1	1.1	1.1	1.0	1.2	1.0	1.0
Standard Deviation	1.7	3.5	1.7	1.3	1.2	1.2	2.7	2.0	2.8	2.6	2.1	1.9	2.5	2.3	2.3
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870	2870
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 3

UK nation											Rurality									
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
None	57%	55%	52%	56%	51%	52%	56%	57%	49%	54%	56%	49%	59%	56%	50%	**				
	302	316	273	303	290	278	392	341	255	2750	270	149	107	2503	770					
																b				
1 or 2	31%	31%	35%	31%	36%	35%	36%	34%	36%	34%	34%	38%	31%	33%	36%	**				
	166	178	187	169	204	189	249	204	185	1732	166	116	57	1509	559					
3 or 4	8%	8%	9%	9%	10%	9%	4%	5%	9%	8%	6%	7%	6%	7%	10%	**				
	40	48	47	51	55	47	29	27	46	390	31	20	11	296	155					
																a				
5 to 10	4%	4%	4%	3%	2%	4%	3%	3%	5%	4%	4%	5%	3%	4%	3%	**				
	21	25	21	18	14	22	22	20	25	190	17	16	6	180	49					
11 to 20	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	**				
	1	3	0	4	2	1	2	4	2	19	1	2	1	15	7					
21+	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	**				
	0	0	1	0	0	0	1	1	3	6	0	0	0	5	2					
Net: Any Received	43%	45%	48%	44%	49%	48%	44%	43%	51%	46%	44%	51%	41%	44%	50%	**				
	228	254	256	243	275	260	303	257	262	2337	215	153	75	2004	773					
																a				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	1.0	1.1	1.1	1.0	1.0	1.1	0.9	1.0	1.5	1.1	1.0	1.2	0.9	1.0	1.2	0.9				
Standard Deviation	1.6	2.0	2.1	1.8	1.7	1.7	2.1	3.6	4.3	2.5	1.8	2.1	1.6	2.3	2.7	1.5				
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6				
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QE1: Post received in the last week: Smaller parcels - that will fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
None	43%	55%	57%	51%	52%	49%	44%	63%	52%	86%		
	152	3124	444	412	652	542	251	976	2953	308		
		a	d E		e			B C D E		A		
1 or 2	37%	34%	31%	37%	36%	38%	43%	27%	36%	10%		
	130	1940	241	296	452	420	246	414	2032	37		
				f	F	a F	A F		B			
3 or 4	9%	7%	7%	7%	8%	8%	7%	7%	8%	2%		
	32	420	54	58	101	86	41	112	445	6		
									b			
5 to 10	9%	3%	5%	4%	3%	4%	6%	3%	4%	2%		
	32	197	35	36	34	49	32	43	222	6		
	B											
11 to 20	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%		
	4	19	2	9	6	3	1	2	21	2		
21+	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
	2	5	1	0	0	1	4	0	6	0		
Net: Any Received	57%	45%	43%	49%	48%	51%	56%	37%	48%	14%		
	199	2581	333	399	594	560	324	571	2726	51		
	b		F		F	a F	A c F		B			
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	1.7	1.0	1.0	1.1	1.0	1.1	1.6	0.8	1.1	0.4		
Standard Deviation	3.2	2.3	2.2	2.1	1.9	2.0	5.1	1.4	2.4	1.6		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 1

Methodology			Quarter					Gender	
Column %	Weighted counts								
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
None		64%	73%	58%	59%	65%	66%	67%	62%
		3880	1790	2091	906	977	1014	983	1976
	-	B			a	a	a	b	
1 or 2		27%	19%	32%	29%	27%	26%	27%	25%
		1637	475	1163	447	408	391	391	747
	-		A						a
3 or 4		6%	5%	6%	7%	5%	6%	5%	6%
		350	129	221	113	82	85	70	158
	-								
5 to 10		3%	2%	3%	5%	2%	2%	2%	3%
		170	50	120	73	35	35	27	80
	-		a	b c d					
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%
		13	8	5	6	4	1	2	3
	-								10
21+		0%	0%	0%	0%	0%	0%	0%	0%
		5	0	5	1	3	1	1	3
	-								0
Net: Any Received		36%	27%	42%	41%	35%	34%	33%	38%
		2176	662	1514	639	532	513	492	991
	-		A	b c d					a
Effective Column n									
		3484	645	2838	892	870	878	844	1673
									1811
Average		0.9	0.6	1.1	1.0	1.2	0.7	0.6	0.9
Standard Deviation		9.9	1.4	12.7	1.9	19.4	3.2	1.4	13.8
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
None	66%	61%	63%	70%	69%	68%	62%	66%	60%	63%	63%	63%	69%	63%	65%											
	560	1182	1223	448	916	468	1990	1891	819	1170	825	1065	1977	1890												
				b	-	-	-	-					C d e													
1 or 2	26%	28%	28%	25%	25%	25%	29%	25%	32%	27%	27%	23%	27%	27%	27%											
	217	539	552	158	330	172	931	706	430	501	350	356	851	777	777											
									F																	
3 or 4	6%	6%	5%	4%	5%	6%	6%	6%	5%	7%	6%	5%	6%	6%	6%											
	50	123	106	29	71	42	191	159	67	124	74	84	178	169												
5 to 10	2%	4%	3%	1%	1%	1%	3%	3%	3%	2%	4%	2%	4%	2%	2%											
	20	84	52	5	14	9	82	88	38	44	53	35	109	61	21											
		d f											b													
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%											
	1	6	5	0	1	1	11	2	0	11	0	1	7	6												
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%											
	1	4	0	0	0	0	4	1	4	0	1	0	5	0												
Net: Any Received	34%	39%	37%	30%	31%	32%	38%	34%	40%	37%	37%	31%	37%	35%												
	288	756	715	192	416	225	1220	955	540	680	478	477	1150	1013												
		d			-	-	-	-	F	f	f															
Effective Column n																										
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685												
Average	0.8	1.3	0.7	0.5	0.6	0.6	1.1	0.7	1.4	0.8	0.8	0.6	1.1	0.7												
Standard Deviation	4.2	17.1	1.4	1.1	1.2	1.2	13.5	1.5	20.6	1.7	1.6	1.4	13.7	1.5												
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870												
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 3

UK nation											Rurality									
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
None	68%	67%	65%	63%	64%	62%	64%	59%	64%	65%	60%	58%	71%	65%	60%	**				
	359	382	345	341	360	334	480	355	329	3285	292	175	128	2950	926					
1 or 2	24%	24%	25%	28%	30%	28%	23%	30%	28%	27%	31%	32%	22%	26%	30%	**				
	128	139	133	153	168	148	158	180	143	1350	151	96	41	1166	470					
3 or 4	4%	5%	8%	6%	5%	7%	5%	7%	5%	6%	6%	7%	5%	6%	7%	**				
	22	30	42	33	26	39	33	42	25	293	28	20	9	249	101					
5 to 10	4%	3%	2%	3%	2%	3%	3%	3%	3%	3%	3%	3%	2%	3%	3%	**				
	20	19	9	15	10	15	23	20	15	145	12	10	4	130	40					
11 to 20	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%	**				
	1	0	0	3	1	0	0	0	4	10	1	2	0	9	4					
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**				
	0	0	1	0	0	1	1	1	1	4	1	0	0	4	2					
Net: Any Received	32%	33%	35%	37%	36%	38%	31%	41%	36%	35%	40%	42%	29%	35%	40%	**				
	171	188	185	205	205	203	215	243	188	1802	193	127	54	1557	617					
Effective Column n												m					a			
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	0.7	0.7	0.7	0.8	0.6	0.9	0.7	2.0	1.0	0.9	0.8	1.0	0.7	0.8	1.3	0.2				
Standard Deviation	1.5	1.3	1.5	1.7	1.2	1.7	1.6	30.7	5.4	10.7	1.7	2.0	1.6	2.3	19.1	0.5				
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6				
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QE1: Post received in the last week: Larger parcels - that will not fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability												
QJ6: Annual household income												
QJ2: Internet usage												
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year	
None	51%	65%	68%	63%	62%	59%	53%	72%	63%	88%		
	180	3701	528	512	768	648	305	1119	3550	315		
		A	c d E	e	e		b C D E			A		
1 or 2	33%	27%	25%	29%	28%	30%	34%	22%	28%	8%		
	115	1522	191	237	355	328	193	334	1606	28		
3 or 4	10%	6%	4%	5%	7%	8%	8%	4%	6%	3%		
	35	315	33	37	84	83	45	67	340	10		
	b							b				
5 to 10	5%	3%	3%	2%	3%	4%	5%	2%	3%	1%		
	18	152	23	17	38	39	28	24	165	4		
	b											
11 to 20	0%	0%	0%	1%	0%	0%	1%	0%	0%	0%		
	1	12	0	6	1	0	3	2	12	1		
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	2	4	1	0	0	2	1	0	5	0		
Net: Any Received	49%	35%	32%	37%	38%	41%	47%	28%	37%	12%		
	171	2004	248	298	478	453	271	428	2128	43		
	B		f	a F	a F	A b c F		B				
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	1.3	0.9	0.7	0.7	0.8	1.0	2.3	0.5	0.9	0.3		
Standard Deviation	2.3	10.1	1.7	1.6	1.5	3.9	31.3	1.3	10.2	1.2		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		43%	54%	36%	40%	43%	47%	44%	46%	
		2629	1326	1303	612	651	712	654	1370	
	-	B				a		b		
1 or 2		33%	27%	37%	30%	33%	33%	36%	32%	
		1983	662	1321	459	498	500	526	962	
	-		A				a			
3 or 4		13%	10%	15%	16%	13%	12%	12%	15%	
		799	252	547	241	203	178	178	350	
	-		A						a	
5 to 10		9%	7%	10%	12%	8%	7%	7%	10%	
		533	175	358	192	126	114	101	237	
	-		a		b c D					
11 to 20		1%	1%	2%	2%	1%	1%	1%	2%	
		86	28	57	32	22	21	11	37	
	-									
21+		0%	0%	1%	1%	1%	0%	0%	0%	
		26	8	18	9	10	2	5	12	
	-									
Net: Any Received		57%	46%	64%	60%	57%	53%	56%	54%	
		3427	1126	2302	933	858	815	821	1598	
	-		A		c				a	
Effective Column n		3484	645	2838	892	870	878	844	1673	
									1811	
Average		2.0	1.5	2.3	2.3	2.3	1.6	1.6	1.9	
Standard Deviation		11.2	3.5	14.2	4.3	21.5	4.0	2.9	15.4	
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 2

Age													SEG													Working status		
Column %																												
Weighted counts																												
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	AB C1	C2DE	AB	C1	C2	DE	Working	Not working														
None	44%	38%	41%	53%	53%	53%	41%	47%	40%	41%	43%	50%	41%	46%														
	373	743	804	340	709	368	1301	1328	538	763	558	770	1270	1347														
	b			a B C	-	a B C	-	-				C D e		A														
1 or 2	36%	34%	32%	32%	29%	27%	35%	30%	35%	35%	32%	29%	34%	32%														
	304	665	627	203	387	184	1121	862	477	644	412	451	1052	921														
	f	f			-		-	-	f	f																		
3 or 4	11%	14%	15%	9%	11%	12%	14%	12%	15%	13%	14%	11%	14%	12%														
	96	275	285	56	143	86	452	348	204	247	180	167	442	355														
	d		d		-		-	-																				
5 to 10	8%	10%	9%	6%	7%	7%	9%	9%	9%	9%	10%	8%	9%	8%														
	64	197	183	37	89	52	289	244	122	167	128	116	294	236														
				-																								
11 to 20	1%	2%	2%	0%	0%	0%	1%	2%	1%	1%	1%	2%	2%	1%														
	8	40	33	2	4	2	32	54	13	19	19	34	51	35														
				-			-	-																				
21+	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%														
	3	16	6	1	1	0	15	11	5	11	7	4	17	9														
				-			-	-																				
Net: Any Received	56%	62%	59%	47%	47%	47%	59%	53%	60%	59%	57%	50%	59%	54%														
	475	1195	1134	300	624	324	1909	1518	821	1087	746	772	1857	1556														
	d f	a D F	D F	-		-	-	F	F	F	f		B															
Effective Column n																												
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Average	1.7	2.7	1.8	1.2	1.2	1.3	2.1	1.7	2.5	1.9	1.9	1.6	2.2	1.7														
Standard Deviation	5.0	19.3	2.7	2.0	2.0	2.0	15.1	3.1	22.8	3.9	3.3	2.9	15.3	3.4														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 3

UK nation											Rurality									
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
None	47%	47%	41%	43%	39%	43%	49%	43%	40%	44%	41%	36%	52%	45%	39%	**				
	250	266	219	237	220	230	341	257	206	2225	199	110	95	2025	601					
1 or 2	32%	29%	34%	31%	40%	29%	32%	33%	33%	32%	36%	36%	L	b	33%	**				
	170	165	181	167	225	157	221	195	170	1652	173	109	49	1468	513					
3 or 4	10%	13%	13%	16%	13%	16%	11%	14%	14%	13%	13%	16%	12%	12%	16%	**				
	53	76	70	85	72	83	75	81	71	667	63	49	21	549	249					
5 to 10	8%	8%	10%	8%	7%	11%	6%	9%	11%	9%	9%	9%	7%	8%	10%	**				
	45	48	55	42	41	59	45	56	59	450	43	27	13	378	156					
11 to 20	2%	2%	0%	2%	1%	2%	2%	1%	1%	1%	1%	2%	2%	2%	1%	**				
	11	12	2	12	5	8	11	5	6	71	6	5	3	68	17					
21+	0%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	**				
	1	2	1	3	2	1	3	3	6	23	1	2	0	19	7					
Net: Any Received	53%	53%	59%	57%	61%	57%	51%	57%	60%	56%	59%	64%	48%	55%	61%	**				
	280	304	310	309	345	308	354	341	311	2862	286	193	87	2482	942					
Effective Column n												M					a			
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	1.7	1.8	1.8	1.9	1.6	1.9	1.6	3.1	2.4	2.0	1.8	2.1	1.5	1.8	2.5	1.1				
Standard Deviation	2.9	2.9	3.3	3.1	2.5	3.0	3.5	33.8	7.9	12.1	3.1	3.8	2.9	3.9	21.2	1.6				
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6				
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QE1: Post received in the last week: Net: Small and Lage Parcels by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability												
QJ6: Annual household income												
QJ2: Internet usage												
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year	
None	35%	44%	44%	48%	41%	41%	41%	37%	30%	54%	41%	80%
	124	2505	372	329	509	407	173	839	2327	287		
		a	b c D E	e	E	e	B C D E			A		
1 or 2	27%	33%	30%	35%	34%	36%	39%	28%	34%	13%		
	95	1888	230	280	420	395	222	437	1936	46		
					f	a f		B				
3 or 4	20%	13%	11%	15%	14%	14%	17%	11%	14%	5%		
	69	730	85	119	176	158	98	164	781	17		
	b							B				
5 to 10	12%	9%	10%	7%	10%	11%	11%	6%	9%	1%		
	41	493	77	60	120	121	64	91	526	5		
				f	f	f		B				
11 to 20	5%	1%	1%	2%	1%	1%	2%	1%	1%	1%		
	17	68	10	13	18	16	14	15	83	3		
	B											
21+	1%	0%	0%	1%	0%	0%	1%	0%	0%	0%		
	5	21	3	8	4	5	5	1	25	1		
	b											
Net: Any Received	65%	56%	52%	59%	59%	63%	70%	46%	59%	20%		
	227	3200	404	481	737	694	402	708	3352	71		
	b		a F	a F	A F	A b C d F		B				
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	3.0	1.9	1.7	1.9	1.8	2.1	4.0	1.3	2.0	0.6		
Standard Deviation	5.2	11.5	3.6	3.3	3.0	5.0	34.7	2.4	11.6	2.6		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		13%	15%	12%	12%	13%	16%	12%	13%	14%
		811	365	446	185	203	246	178	379	433
	-	b								
1 or 2		28%	31%	26%	25%	27%	29%	31%	28%	28%
		1696	761	935	391	404	448	453	822	873
	-	b								
3 or 4		22%	22%	23%	22%	22%	22%	23%	22%	23%
		1355	544	811	336	332	341	346	647	708
	-									
5 to 10		25%	22%	28%	26%	28%	24%	23%	26%	24%
		1526	535	991	400	415	367	345	770	756
	-	A								
11 to 20		8%	7%	9%	11%	8%	7%	7%	9%	8%
		498	174	324	165	121	107	104	255	243
	-	a								
21+		3%	3%	3%	4%	2%	1%	3%	3%	2%
		169	73	97	68	34	18	50	94	75
	-	b c								
Net: Any Received		87%	85%	88%	88%	87%	84%	88%	87%	86%
		5245	2086	3158	1360	1306	1281	1297	2589	2656
	-	a								
Effective Column n		3484	645	2838	892	870	878	844	1673	1811
Average		5.0	4.7	5.2	6.0	4.9	4.3	5.0	5.3	4.7
Standard Deviation		7.1	7.0	7.2	8.2	5.9	6.8	7.2	7.6	6.5
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	CZDE	AB	C1	C2	DE	Working	Not working												
None	24%	14%	9%	14%	12%	10%	11%	17%	8%	12%	15%	18%	13%	14%	14%											
	203	271	183	87	154	67	339	473	115	224	197	275	403	402												
	B C D F	c f		c	-		-	-		c	C	C D														
1 or 2	34%	27%	26%	28%	27%	26%	26%	30%	24%	27%	29%	31%	27%	29%												
	292	532	509	181	362	181	834	862	330	504	376	486	852	836												
	b c f				-		-	-				c														
3 or 4	19%	23%	24%	21%	22%	22%	25%	20%	24%	25%	21%	19%	23%	22%												
	159	442	468	137	287	150	791	564	323	468	267	297	715	632												
					-		-	f		ef																
5 to 10	17%	25%	28%	25%	27%	28%	27%	23%	30%	25%	23%	23%	26%	24%												
	142	480	546	163	359	196	872	654	405	467	293	361	814	708												
	A	A	a	-	A	-	-	ef																		
11 to 20	5%	9%	9%	8%	8%	9%	8%	8%	9%	8%	11%	6%	8%	8%												
	39	176	169	51	113	62	265	233	124	141	139	94	263	234												
	a	a		-	a	-	-			f																
21+	2%	2%	3%	3%	4%	5%	3%	2%	5%	3%	2%	2%	3%	3%												
	13	36	62	22	57	36	109	61	62	47	30	31	79	90												
				-	a b	-	-	def																		
Net: Any Received	76%	86%	91%	86%	88%	90%	89%	83%	92%	88%	85%	82%	87%	86%												
	645	1667	1755	553	1178	625	2871	2374	1244	1627	1106	1268	2724	2500												
	A	A b d	A	-	A b	-	-	d e F	F																	
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685												
Average	3.5	4.9	5.3	5.0	5.7	6.4	5.5	4.5	6.3	4.9	5.0	4.1	5.1	5.0												
Standard Deviation	7.8	6.3	6.7	6.2	8.0	9.4	7.7	6.3	9.4	6.1	6.8	5.7	7.3	6.9												
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870												
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Net: All letters by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
None	19%	16%	10%	12%	9%	15%	13%	13%	13%	13%	12%	11%	23%	14%	13%	**			
	103	89	55	64	51	79	91	78	66	676	60	33	42	609	199				
	c e									-			c d E g i K L						
1 or 2	26%	33%	28%	27%	30%	33%	27%	27%	27%	28%	24%	25%	30%	29%	25%	**			
	138	186	149	148	169	175	186	160	138	1449	116	76	54	1309	386				
3 or 4	19%	23%	22%	23%	28%	18%	23%	20%	25%	22%	22%	24%	21%	22%	22%	**			
	100	132	118	127	159	96	162	117	128	1139	105	73	38	1008	346				
5 to 10	24%	21%	25%	28%	24%	23%	27%	27%	25%	25%	30%	26%	21%	24%	28%	**			
	130	120	130	153	134	122	190	159	127	1264	147	78	38	1100	426				
11 to 20	8%	6%	9%	7%	8%	10%	5%	10%	9%	8%	9%	11%	4%	8%	10%	**			
	42	35	50	40	46	53	38	61	49	413	46	32	7	350	148				
21+	3%	2%	5%	3%	1%	2%	4%	4%	2%	3%	2%	m		4%	1%	3%	2% **		
	17	9	28	14	7	12	28	22	9	145	11	11	2	131	38				
Net: Any Received	81%	84%	90%	88%	91%	85%	87%	87%	87%	87%	88%	89%	77%	86%	87%	**			
	426	481	475	482	514	458	604	519	451	4411	424	270	140	3897	1344				
			a m	m	a M		m		m	-	M	M			c				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	4.7	4.1	6.0	5.0	4.4	4.8	5.5	5.8	5.0	5.0	5.1	5.6	3.6	5.0	5.2	1.8			
Standard Deviation	5.8	5.5	8.5	5.3	4.7	6.1	9.3	8.3	8.6	7.2	5.3	8.6	6.5	7.2	6.8	2.3			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QE1: Post received in the last week: Net: All letters by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income										QJ2: Internet usage					
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
None	14%	13%	13%	17%	14%	12%	11%	8%	16%	13%	23%							
	50	761		131	115	148	122	46	249	722	82							
			c d E		e								d e				A	
1 or 2	25%	28%		33%	28%	27%	23%	22%	32%	28%	31%							
	88	1608		256	228	335	258	125	494	1582	111							
			c D E										d e					
3 or 4	22%	22%		21%	21%	24%	24%	22%	22%	22%	21%							
	78	1277		161	174	293	263	128	336	1275	74							
5 to 10	21%	25%		21%	25%	28%	29%	32%	20%	26%	16%							
	73	1453		164	199	348	316	182	317	1467	57							
						a f		a f		A b F						b		
11 to 20	15%	8%		5%	9%	8%	10%	12%	7%	8%	6%							
	51	447		40	69	101	107	69	112	478	20							
			B				a	a										
21+	3%	3%		3%	3%	2%	3%	4%	3%	3%	4%							
	11	159		24	25	21	35	25	39	155	13							
Net: Any Received	86%	87%		83%	86%	88%	89%	92%	84%	87%	77%							
	300	4944		646	695	1098	979	529	1298	4956	276							
						a		a f		A b f						B		
Effective Column n																		
	216	3268		475	470	817	747	380	595	3363	111							
Average	5.7	5.0		4.2	5.0	4.9	5.9	6.5	4.4	5.1	4.5							
Standard Deviation	7.3	7.1		5.7	7.0	6.0	9.1	8.4	6.3	7.0	9.1							
Unweighted base	368	5566		809	800	1391	1272	648	1014	5729	189							
Weighted base	351	5705		776	810	1246	1101	575	1547	5679	358							
Columns	A	B		A	B	C	D	E	F	A	B							

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Post received in the last week: Items requiring a signature by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
None		73%	78%	69%	70%	74%	72%	75%	72%	73%
		4410	1919	2491	1088	1116	1102	1104	2144	2266
	-	B								
1 or 2		23%	18%	26%	24%	21%	24%	22%	23%	22%
		1379	451	929	369	321	372	318	685	695
	-	A								
3 or 4		3%	2%	3%	3%	2%	2%	2%	3%	2%
		153	46	107	47	36	34	35	88	65
	-	a								
5 to 10		2%	1%	2%	2%	2%	1%	1%	2%	2%
		98	30	68	39	27	18	14	45	53
	-									
11 to 20		0%	0%	0%	0%	0%	0%	0%	0%	0%
		10	5	5	0	7	0	3	3	7
	-									
21+		0%	0%	0%	0%	0%	0%	0%	0%	0%
		5	0	5	1	2	1	1	3	2
	-									
Net: Any Received		27%	22%	31%	30%	26%	28%	25%	28%	27%
		1646	532	1114	457	393	425	371	824	822
	-	A								
Effective Column n		3484	645	2838	892	870	878	844	1673	1811
Average		0.5	0.4	0.6	0.6	0.6	0.5	0.5	0.6	0.5
Standard Deviation		2.0	1.2	2.3	1.4	2.7	2.0	1.4	2.1	1.8
Unweighted base		5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base		6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

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

QE1: Post received in the last week: Items requiring a signature by Demographics Part 2

Age													SEG													Working status		
Column %																												
Weighted counts																												
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABCI	C2DE	AB	C1	C2	DE	Working	Not working														
None	74%	71%	73%	76%	75%	74%	71%	75%	69%	73%	71%	77%	72%	74%														
	628	1367	1413	489	1002	513	2288	2122	935	1353	928	1194	2240	2150														
					-		-	-				Ce																
1 or 2	22%	23%	23%	22%	22%	23%	24%	21%	26%	23%	23%	19%	23%	22%														
	185	447	451	140	297	157	783	597	357	426	304	293	734	640														
					-		-	f																				
3 or 4	2%	4%	2%	1%	2%	3%	3%	3%	3%	2%	3%	2%	2%	3%														
	17	70	36	8	30	22	81	72	41	40	38	34	76	75														
					-		-	-																				
5 to 10	2%	2%	2%	0%	0%	0%	1%	2%	2%	1%	2%	1%	2%	1%														
	17	48	30	3	4	1	47	51	22	25	32	19	63	35														
	f	f			-		-	-																				
11 to 20	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%														
	0	2	8	0	0	0	7	3	0	7	1	2	8	3														
					-		-	-																				
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%														
	1	4	0	0	0	0	4	1	4	0	0	1	5	0														
					-		-	-																				
Net: Any Received	26%	29%	27%	24%	25%	26%	29%	25%	31%	27%	29%	23%	28%	26%														
	220	571	525	151	330	179	922	724	424	498	376	348	886	752														
					-		-	-	F		f																	
Effective Column n																												
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Average	0.6	0.7	0.5	0.3	0.4	0.4	0.6	0.5	0.7	0.5	0.6	0.4	0.6	0.5														
Standard Deviation	2.6	2.6	1.3	0.8	0.8	0.8	2.4	1.3	3.3	1.4	1.3	1.3	2.5	1.1														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE1: Post received in the last week: Items requiring a signature by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
None	74%	77%	73%	68%	75%	72%	72%	72%	71%	73%	76%	68%	79%	74%	69%	**	
	391	439	385	369	422	389	502	432	365	3693	367	206	144	3342	1063		
1 or 2	22%	20%	22%	27%	21%	23%	22%	23%	26%	23%	22%	25%	17%	21%	27%	**	
	119	114	115	148	118	123	155	140	133	1164	107	77	31	965	413		
3 or 4	1%	2%	4%	3%	3%	4%	3%	2%	1%	3%	1%	4%	2%	3%	3%	**	
	7	9	22	18	17	19	20	11	7	131	7	11	4	113	39		
5 to 10	2%	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	**	
	10	8	7	7	6	7	17	13	11	86	2	7	2	75	23		
11 to 20	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	**	
	3	0	0	3	0	0	0	1	0	8	1	2	0	7	4		
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**	
	0	0	0	0	1	1	1	1	1	5	0	0	0	4	1		
Net: Any Received	26%	23%	27%	32%	25%	28%	28%	28%	29%	27%	24%	32%	21%	26%	31%	**	
	139	131	145	177	143	149	193	166	152	1394	117	97	38	1164	480		
Effective Column n												m			a		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	0.5	0.4	0.5	0.6	0.5	0.5	0.6	0.7	0.6	0.5	0.4	0.7	0.4	0.5	0.6	0.2	
Standard Deviation	1.5	0.9	1.2	1.4	1.4	1.3	1.9	3.7	3.1	2.0	1.2	1.9	1.1	1.7	2.5	0.5	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QE1: Post received in the last week: Items requiring a signature by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage									
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
None	60%	74%	76%	74%	72%	69%	62%	78%	72%	89%								
	210	4200	591	598	894	763	357	1207	4078	317								
	A	d E	E	e	e		c D E		A									
1 or 2	27%	23%	19%	21%	25%	26%	28%	19%	24%	9%								
	95	1284	149	171	311	287	162	299	1343	33								
				a f	a f	a b f	B											
3 or 4	8%	2%	3%	3%	2%	3%	5%	2%	3%	1%								
	27	126	21	23	25	30	30	24	148	4								
	B					c f												
5 to 10	4%	1%	2%	1%	1%	2%	4%	1%	2%	1%								
	15	83	13	12	16	18	24	15	95	3								
	b					b c d f												
11 to 20	1%	0%	0%	1%	0%	0%	0%	0%	0%	0%								
	2	8	2	5	0	1	0	2	10	0								
21+	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%								
	2	4	1	1	0	1	1	0	5	0								
Net: Any Received	40%	26%	24%	26%	28%	31%	38%	22%	28%	11%								
	141	1505	186	212	352	338	218	340	1601	41								
	B			f	a F	A B c d f		B										
Effective Column n																		
	216	3268	475	470	817	747	380	595	3363	111								
Average	1.1	0.5	0.5	0.6	0.5	0.6	0.9	0.4	0.6	0.3								
Standard Deviation	2.7	1.9	1.7	1.7	1.2	2.5	3.8	1.1	2.0	1.3								
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189								
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358								
Columns	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE1: Approximately how many of the following have you personally received in the last

Column %										
Column Comparisons										
Weighted counts	Invitations/ greetings cards/ postcards	Personal letters	Formal letters from organisations or individuals	Bills/ invoices/ statements	Smaller parcels - that will fit through a letterbox	Larger parcels - that will not fit through a letterbox	Items requiring a signature			
None		74%	80%	34%	40%	54%	64%			73%
	C D E F		A C D E F G		C		C D		C D E	C D E F
		4467	4829	2068	2411	3276	3880			4410
1 or 2		17%	16%	37%	44%	34%	27%			23%
				A B e F G	A B C E F G	A B F G	A B G			A B
3 or 4		1053	994	2235	2667	2070	1637			1379
		3%	2%	15%	11%	7%	6%			3%
	b			A B D E F G	A B E F G	A B f G	A B G			
		179	126	917	639	452	350			153
5 to 10		4%	2%	12%	5%	4%	3%			2%
	B f G			A B D E F G	B e F G	B f G	B G			
		248	95	741	301	229	170			98
11 to 20		1%	0%	1%	1%	0%	0%			0%
	B d E F G			B D E F G	B f g	b				
		78	5	80	33	23	13			10
21 + 22 + 23 + 24 + 25 + 26 + 28 + 30 + 31 + 32 + 33 + 34 + 35 + 36 + 38 + 40 + 42 + 43 + 45 + 48 + 49 + 50 + 52 + 55 + 56 + 57 + 60		1%	0%	0%	0%	0%	0%			0%
	b d e f g									
		31	8	15	5	7	4			5
1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 + 11 + 12 + 13 + 14 + 15 + 16 + 17 + 18 + 19 + 20 + 21 + 22 + 23 + 24 + 25 + 26 + 28 + 30 + 31 +		26%	20%	66%	60%	46%	36%			27%
	B			A B D E F G	A B E F G	A B F G	A B G			B
		1589	1227	3988	3645	2780	2175			1646
Effective Column n										
		3484	3484	3484	3484	3484	3483			3484
Average		1.0	0.5	2.2	1.4	1.1	0.8			0.5
Standard Deviation		3.7	1.8	3.3	2.5	2.4	2.2			2.0
Columns	A	B	C	D	E	F	G			

Weight: Demographic, Geographic & Evaluative Weight: Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 1

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column											
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Yes		86%	77%	92%	87%	88%	88%	83%	86%	86%	
	2615	951		1664	456	883	459	818	1279	1336	
			A								
No		14%	23%	8%	13%	12%	12%	17%	14%	14%	
	419	277		142	71	120	60	167	208	211	
			B								
Effective Column n											
	1737	324		1413	303	575	299	560	830	907	
Unweighted base	2973	555		2418	519	984	512	958	1420	1553	
Weighted base	3034	1228		1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Yes	92%	92%	86%	75%	75%	74%	89%	83%	92%	86%	89%	79%	90%	82%											
	392	893	832	255	497	242	1426	1189	632	794	576	614	1389	1213											
	c D F	C D F	d F		-		-	-	d F	f	F		B												
No	8%	8%	14%	25%	25%	26%	11%	17%	8%	14%	11%	21%	10%	18%											
	33	78	138	85	170	85	182	237	57	126	69	168	156	262											
			a B	A B c	-	A B C	-	-		c		C d E		A											
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	79%	82%	89%	82%	91%	93%	89%	86%	82%	86%	90%	85%	83%	85%	89%	**	
	222	231	223	241	252	264	300	258	203	2193	217	129	75	1925	687		
No	21%	18%	11%	18%	9%	7%	11%	14%	18%	14%	10%	15%	17%	15%	11%	**	
	57	52	27	51	24	20	36	42	45	355	25	23	16	331	87		
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2	
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3	
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE2: Do you ever order items to be delivered to you by post/delivery service? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability												QJ6: Annual household income		QJ2: Internet usage	
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Yes	89%	86%	78%	83%	91%	91%	94%	81%	90%	33%					
	147	2468	307	347	533	525	270	633	2548	61					
					A b f		A b F		A B F					B	
No	11%	14%	22%	17%	9%	9%	6%	19%	10%	67%					
	18	401	84	71	54	50	16	144	289	127					
			C D E	c d E				c D E							A
Effective Column n	106	1631	235	238	391	382	195	296	1676	56					
Unweighted base	181	2792	402	407	669	654	334	507	2869	95					
Weighted base	165	2869	391	419	587	574	286	777	2836	188					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Home address		97%	98%	96%	97%	96%	99%	96%	97%	96%
	2529	929	1600	442	850	452	785	1244	1285	
	-									
Work address		7%	7%	7%	8%	8%	5%	7%	7%	7%
	189	68	121	35	73	25	56	92	97	
	-									
Friend/relative's address		7%	5%	8%	6%	6%	7%	7%	7%	6%
	173	47	126	29	55	31	58	93	79	
	-		a							
In store, using a 'collect from store option'		11%	6%	13%	12%	11%	7%	11%	10%	11%
	275	59	215	53	95	34	92	133	141	
	-		A							
Post office		8%	4%	10%	7%	9%	7%	7%	10%	5%
	202	38	164	30	82	31	58	133	69	
	-		A					B		
Delivery locker		5%	1%	6%	5%	4%	5%	5%	6%	3%
	120	14	106	24	36	21	39	81	39	
	-		A					b		
Another pick-up point		6%	4%	8%	6%	7%	6%	7%	7%	5%
	166	41	125	27	59	27	54	95	71	
	-		a							
Somewhere else		2%	1%	2%	2%	2%	2%	1%	2%	1%
	49	8	41	7	22	9	11	32	17	
	-		a							
Effective Column n										
	1617	266	1351	280	542	279	516	766	851	
Unweighted base	2676	440	2236	464	897	461	854	1268	1408	
Weighted base	2615	951	1664	456	883	459	818	1279	1336	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 2

	Age										SEG										Working status		
Column %																							
Weighted counts																							
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working									
Home address	98%	95%	96%	99%	99%	100%	96%	97%	98%	95%	97%	98%	95%	99%									
	384	850	802	252	494	242	1372	1157	620	752	556	602	1315	1200									
						b			d			d		A									
Work address	6%	11%	7%	1%	0%	0%	8%	6%	7%	9%	9%	4%	13%	1%									
	25	103	59	1	2	1	116	73	44	73	50	23	175	13									
	d f	a c D F	d f							f	f		B										
Friend/relative's address	7%	9%	6%	2%	3%	4%	6%	8%	5%	6%	9%	6%	9%	4%									
	28	77	54	4	14	10	79	93	35	45	54	39	119	51									
		d											B										
In store, using a 'collect from store option'	14%	14%	8%	6%	6%	6%	11%	10%	12%	10%	12%	8%	12%	8%									
	54	127	65	14	29	15	156	119	73	82	71	48	172	100									
	c d f	c d f			-								b										
Post office	11%	11%	5%	2%	2%	3%	7%	9%	7%	6%	12%	6%	10%	5%									
	45	100	45	5	12	7	97	105	46	51	66	38	143	55									
	c D f	c D f			-						d f		B										
Delivery locker	5%	8%	2%	2%	1%	1%	5%	5%	6%	4%	5%	4%	6%	3%									
	21	73	19	4	7	3	65	55	37	28	31	23	84	33									
		C d f			-								b										
Another pick-up point	8%	9%	4%	3%	3%	3%	6%	6%	6%	7%	8%	5%	8%	4%									
	33	81	36	8	16	8	90	76	39	52	46	30	114	50									
		c			-								B										
Somewhere else	4%	3%	0%	1%	1%	2%	1%	2%	1%	2%	3%	2%	2%	2%									
	16	23	3	3	7	4	20	28	8	12	17	11	22	23									
	C	c			-																		
Effective Column n																							
	235	548	534	167	300	133	919	698	412	507	318	380	836	772									
Unweighted base	389	907	884	276	496	220	1521	1155	682	839	526	629	1383	1278									
Weighted base	392	893	832	255	497	242	1426	1189	632	794	576	614	1389	1213									
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3. When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Home address	97%	96%	97%	98%	98%	95%	95%	97%	98%	97%	96%	98%	98%	96%	98%	**			
	215	222	217	236	246	250	286	251	199	2119	210	126	74	1853	673				
Work address	5%	10%	7%	4%	8%	10%	11%	6%	9%	8%	4%	4%	4%	7%	7%	**			
	10	24	15	10	20	26	34	15	17	171	10	5	3	141	48				
Friend/relative's address	13%	5%	11%	5%	3%	4%	10%	4%	10%	7%	4%	5%	4%	7%	7%	**			
	28	11	25	12	9	10	30	10	21	156	8	6	3	126	47				
In store, using a 'collect from store option'	7%	10%	9%	14%	9%	9%	15%	7%	15%	11%	9%	7%	9%	11%	10%	**			
	16	24	20	34	24	25	46	18	31	237	20	10	7	206	68				
Post office	5%	5%	9%	5%	9%	7%	15%	6%	13%	8%	4%	5%	5%	8%	6%	**			
	12	11	21	12	22	18	46	15	26	183	8	6	4	159	43				
Delivery locker	3%	5%	9%	4%	5%	3%	9%	3%	4%	5%	2%	2%	2%	5%	4%	**			
	7	12	19	10	13	7	26	8	9	112	4	2	2	95	25				
Another pick-up point	5%	8%	5%	5%	4%	10%	11%	4%	9%	7%	3%	2%	6%	6%	7%	**			
	10	17	12	13	11	28	34	9	18	152	7	3	4	121	46				
Somewhere else	1%	1%	4%	2%	2%	2%	3%	1%	1%	2%	2%	2%	1%	2%	2%	**			
	3	2	8	4	4	5	10	3	3	41	4	3	1	35	13				
Effective Column n	103	108	109	109	113	114	141	118	97	1013	212	197	195	1092	523	2			
Unweighted base	171	179	180	181	187	188	234	195	161	1676	351	326	323	1808	865	3			
Weighted base	222	231	223	241	252	264	300	258	203	2193	217	129	75	1925	687	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3: When you place an order for an item for yourself, where do you usually get items delivered to? by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income						QJ2: Internet usage					
Column %	Yes – I am housebound		No – I am not housebound								
Weighted counts											
Column Comparisons											
Home address	99%	97%	98%	97%	96%	95%	97%	98%	97%	**	
	145	2384	300	337	511	500	262	620	2465		
Work address	15%	7%	3%	7%	5%	9%	15%	6%	7%	**	
	23	167	11	25	25	49	40	40	184		
Friend/relative's address	b				a c		A b C f				
	17%	6%	9%	6%	7%	6%	8%	5%	6%	**	
	25	147	28	21	38	31	22	32	165		
In store, using a 'collect from store option'	B										
	24%	10%	11%	9%	11%	11%	11%	10%	10%	**	
	35	239	34	31	57	58	29	66	263		
Post office	B										
	21%	7%	12%	7%	11%	9%	10%	2%	7%	**	
	30	171	36	24	57	46	27	12	188		
Delivery locker	B		F	f	F	F	F				
	19%	4%	4%	4%	5%	5%	9%	3%	4%	**	
	27	92	13	15	25	27	24	16	112		
Another pick-up point	B										
	16%	6%	7%	6%	7%	6%	5%	6%	6%	**	
	24	142	23	22	35	33	15	39	157		
Somewhere else	B										
	5%	2%	2%	2%	2%	2%	0%	1%	2%	**	
	7	41	8	6	12	12	1	9	45		
Effective Column n	b										
	100	1516	210	217	376	364	194	256	1589	25	
Unweighted base	166	2510	348	359	622	603	321	423	2630	41	
Weighted base	147	2468	307	347	533	525	270	633	2548	61	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 1

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Home address	77%	87%	71%	76%	76%	79%	78%	78%	77%
-	2016	827	1189	345	669	361	641	992	1024
-	B								
Work address	14%	12%	15%	17%	15%	11%	12%	14%	13%
-	357	115	243	80	130	50	97	183	174
-									
Friend/relative's address	13%	9%	16%	14%	14%	13%	13%	12%	14%
-	351	86	265	64	122	61	104	159	192
-			A						
In store, using a 'collect from store option'	18%	13%	20%	23%	18%	15%	16%	17%	19%
-	466	127	339	106	159	69	133	214	252
-			A	c d					
Post office	10%	5%	13%	10%	10%	8%	10%	10%	10%
-	258	50	208	46	91	36	85	128	130
-			A						
Delivery locker	7%	3%	9%	7%	8%	6%	7%	8%	6%
-	183	32	151	33	67	29	54	107	76
-			A					b	
Another pick-up point	11%	9%	13%	12%	12%	10%	12%	12%	11%
-	296	87	210	53	104	46	94	148	148
-			a						
Somewhere else	4%	2%	5%	4%	4%	5%	4%	4%	4%
-	104	18	86	16	37	21	29	54	50
-			a						
Effective Column n									
-	1617	266	1351	280	542	279	516	766	851
-									
Unweighted base	2676	440	2236	464	897	461	854	1268	1408
Weighted base	2615	951	1664	456	883	459	818	1279	1336
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 2

	Age										SEG				Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Home address	71%	73%	80%	82%	84%	86%	78%	76%	78%	78%	74%	78%	75%	80%		
	277	654	667	210	418	208	1112	904	495	617	427	478	1035	976		
			a b	a b	-	A b	-	-						a		
Work address	17%	21%	10%	5%	4%	3%	16%	11%	16%	16%	15%	8%	21%	5%		
	66	184	87	12	20	8	224	134	100	124	86	47	288	66		
	c D F	C D F	d f		-		-	-	F	F	f		B			
Friend/relative's address	21%	16%	10%	8%	8%	8%	12%	15%	11%	13%	15%	15%	15%	12%		
	84	141	84	21	42	20	170	181	69	101	86	94	204	145		
	C D F	c d f		-		-	-									
In store, using a 'collect from store option'	23%	23%	13%	15%	13%	10%	19%	16%	20%	19%	18%	15%	21%	15%		
	90	204	109	37	62	25	271	195	124	147	101	94	285	177		
	c f	C d f		-		-	-						b			
Post office	17%	12%	6%	7%	7%	6%	9%	11%	9%	9%	12%	10%	10%	9%		
	65	109	51	18	33	15	127	131	59	68	67	64	144	112		
	C d f	c		-		-	-									
Delivery locker	11%	10%	4%	4%	4%	4%	7%	7%	8%	7%	7%	6%	8%	6%		
	42	91	30	11	20	9	102	81	49	54	43	38	108	71		
	C d f	C d f		-		-	-									
Another pick-up point	16%	14%	9%	8%	7%	6%	12%	11%	13%	11%	11%	10%	13%	9%		
	61	128	72	21	35	14	168	128	85	84	64	64	177	114		
	c f	c f		-		-	-						b			
Somewhere else	5%	6%	2%	3%	4%	4%	4%	3%	5%	4%	4%	3%	4%	4%		
	19	50	16	8	18	11	63	41	33	30	21	21	52	52		
	c			-		-	-									
Effective Column n																
	235	548	534	167	300	133	919	698	412	507	318	380	836	772		
Unweighted base	389	907	884	276	496	220	1521	1155	682	839	526	629	1383	1278		
Weighted base	392	893	832	255	497	242	1426	1189	632	794	576	614	1389	1213		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Home address	79%	76%	66%	81%	74%	79%	70%	83%	79%	76%	83%	81%	76%	76%	79%	**			
	175	176	148	195	185	209	211	213	161	1674	181	104	57	1470	543				
Work address	13%	16%	13%	9%	15%	14%	21%	17%	11%	14%	9%	9%	11%	15%	10%	**			
	28	37	28	21	38	37	63	43	22	316	21	12	8	287	70				
Friend/relative's address	22%	15%	20%	15%	15%	9%	14%	9%	10%	14%	10%	9%	13%	14%	13%	**			
	49	34	45	35	37	23	43	22	20	308	22	12	9	262	89				
In store, using a 'collect from store option'	16%	15%	22%	13%	18%	24%	24%	15%	17%	19%	14%	12%	18%	19%	14%	**			
	36	36	48	32	45	63	71	39	35	406	31	16	14	371	95				
Post office	5%	12%	12%	9%	15%	10%	12%	9%	11%	11%	6%	6%	5%	10%	9%	**			
	11	28	26	22	38	25	36	23	23	232	14	8	4	196	62				
Delivery locker	6%	7%	10%	5%	7%	5%	14%	8%	3%	7%	5%	5%	4%	8%	5%	**			
	14	15	22	11	19	14	41	22	6	163	10	7	3	147	36				
Another pick-up point	8%	12%	19%	4%	18%	16%	14%	6%	9%	12%	10%	7%	6%	12%	9%	**			
	18	27	42	10	45	41	42	17	18	261	22	9	5	236	61				
Somewhere else	5%	5%	3%	4%	5%	3%	6%	2%	2%	4%	4%	4%	3%	4%	4%	**			
	11	11	8	10	12	8	17	6	5	88	9	5	2	78	26				
Effective Column n	103	108	109	109	113	114	141	118	97	1013	212	197	195	1092	523	2			
Unweighted base	171	179	180	181	187	188	234	195	161	1676	351	326	323	1808	865	3			
Weighted base	222	231	223	241	252	264	300	258	203	2193	217	129	75	1925	687	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr., June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE3b: And when you place an order for an item for yourself, where have you had items delivered to in the past 6 months? by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability				QJ6: Annual household income								QJ2: Internet usage								
Column %	Weighted counts																			
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Home address	57%	83	78%	1932	75%	230	81%	281	75%	402	74%	387	73%	198			82%	517	78%	**
			A																b	
Work address	31%	45	13%	312	10%	30	9%	32	13%	71	17%	87	23%	62			12%	75	13%	**
	B								a b		A B c f									
Friend/relative's address	21%	31	13%	320	18%	56	12%	41	13%	69	15%	78	11%	30			12%	77	13%	**
	b																			
In store, using a 'collect from store option'	19%	28	18%	438	12%	38	14%	48	14%	76	22%	118	24%	65			19%	121	18%	**
									a b c		a b c									
Post office	14%	21	10%	237	10%	32	9%	31	10%	54	14%	72	10%	27			7%	42	10%	**
									f											
Delivery locker	15%	22	7%	161	10%	32	5%	18	7%	36	7%	36	11%	29			5%	33	7%	**
	b																			
Another pick-up point	23%	34	11%	263	10%	29	9%	32	11%	58	10%	53	14%	39			14%	85	11%	**
	B																			
Somewhere else	12%	18	3%	86	6%	18	3%	10	4%	22	4%	22	4%	12			3%	18	4%	**
	B																			
Effective Column n	100		1516		210		217		376		364		194				256		1589	
Unweighted base	166		2510		348		359		622		603		321				423		2630	
Weighted base	147		2468		307		347		533		525		270				633		2548	
Columns	A		B		A		B		C		D		E		F		A		B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes		56%	58%	55%	56%	57%	52%	57%	50%	62%
	1466	553	913	256	504	239	467	636	830	
No										A
		44%	42%	45%	44%	43%	48%	43%	50%	38%
	1149	398	751	200	379	220	350	643	506	
	-									B
Effective Column n										
	1617	266	1351	280	542	279	516	766	851	
Unweighted base	2676	440	2236	464	897	461	854	1268	1408	
Weighted base	2615	951	1664	456	883	459	818	1279	1336	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 2

Age													SEG				Working status		
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	54%	60%	57%	51%	49%	48%	59%	53%	60%	58%	54%	52%	59%	53%					
	210	532	478	131	246	115	837	629	380	458	309	320	820	642					
No	46%	40%	43%	49%	51%	52%	41%	47%	40%	42%	46%	48%	41%	47%					
	182	361	354	124	251	127	588	560	252	336	267	293	569	571					
Effective Column n																			
	235	548	534	167	300	133	919	698	412	507	318	380	836	772					
Unweighted base	389	907	884	276	496	220	1521	1155	682	839	526	629	1383	1278					
Weighted base	392	893	832	255	497	242	1426	1189	632	794	576	614	1389	1213					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	54%	53%	58%	51%	51%	61%	46%	59%	67%	55%	60%	58%	66%	55%	59%	**	
	119	123	130	124	129	160	138	151	137	1211	131	74	50	1061	404		
No	46%	47%	42%	49%	49%	39%	54%	41%	33%	45%	40%	42%	34%	45%	41%	**	
	103	108	93	117	123	104	161	107	66	982	87	54	25	865	283		
i																	
-																	
Effective Column n	103	108	109	109	113	114	141	118	97	1013	212	197	195	1092	523	2	
Unweighted base	171	179	180	181	187	188	234	195	161	1676	351	326	323	1808	865	3	
Weighted base	222	231	223	241	252	264	300	258	203	2193	217	129	75	1925	687	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE4: Have you ever returned any goods that were delivered to you by post? by Demographics Part 4											
Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	65%	56%	49%	52%	55%	57%	66%	57%	56%	**	
	96	1370	150	182	293	300	180	362	1427		
No							a b c				
	35%	44%	51%	48%	45%	43%	34%	43%	44%	**	
	51	1097	157	166	241	224	91	270	1120		
			e	e	e						
Effective Column n	100	1516	210	217	376	364	194	256	1589	25	
Unweighted base	166	2510	348	359	622	603	321	423	2630	41	
Weighted base	147	2468	307	347	533	525	270	633	2548	61	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever ordered delivery of items to themselves by post/delivery services (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QES: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Royal Mail	85%	83%	86%	85%	85%	85%	84%	84%	85%
	2904	931	1972	792	734	692	686	1345	1559
	-								
Hermes	30%	27%	32%	34%	35%	25%	26%	25%	35%
	1040	301	738	321	298	206	214	392	647
	-		a	c d	C d				A
Yodel	15%	13%	16%	16%	15%	14%	15%	15%	14%
	507	149	358	151	125	112	119	242	265
	-								
Amazon Logistics	19%	22%	17%	21%	18%	17%	17%	20%	17%
	639	253	386	198	158	141	142	326	312
	-	b						b	
DPD	21%	24%	19%	22%	22%	19%	19%	22%	19%
	712	269	443	208	190	158	155	358	354
	-	b							
Parcelforce	12%	13%	11%	13%	11%	10%	13%	12%	11%
	407	148	259	126	94	84	103	197	210
	-								
DHL	14%	14%	14%	18%	14%	11%	13%	16%	13%
	484	158	326	168	117	88	111	250	234
	-		c						
Collect+	3%	2%	3%	3%	3%	3%	3%	3%	3%
	101	21	80	28	26	22	25	50	51
	-		a						
FedEx	6%	5%	6%	5%	5%	7%	7%	7%	5%
	202	53	149	51	43	54	54	111	91
	-								
UPS	5%	5%	5%	5%	6%	4%	4%	7%	3%
	168	53	115	50	50	36	33	106	62
	-							B	
UK Mail	3%	1%	4%	2%	4%	3%	3%	3%	3%
	101	13	88	20	31	27	24	50	52
	-		A						
Interlink	1%	2%	1%	2%	1%	2%	1%	2%	1%
	50	23	28	15	13	13	10	34	16
	-							b	
TNT Express	3%	3%	2%	2%	3%	2%	4%	4%	2%
	93	36	56	19	26	14	34	58	35
	-							b	
Citipost	1%	0%	1%	1%	1%	0%	1%	1%	1%
	34	5	29	13	12	4	5	20	14
	-								
Other	1%	2%	1%	1%	2%	1%	2%	2%	1%
	49	26	23	13	14	9	14	25	25
	-	b							
I don't know	3%	3%	3%	3%	3%	4%	4%	3%	4%
	115	38	77	26	23	35	31	49	66
	-								
Net: Royal Mail & Parcelforce	86%	85%	87%	87%	87%	86%	86%	86%	86%
	2955	954	2000	809	743	700	702	1375	1579
	-								
Effective Column n	2204	298	1907	595	535	540	534	1023	1181
Unweighted base	3667	495	3172	990	890	899	888	1702	1965
Weighted base	3427	1126	2302	933	858	815	821	1598	1829
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who received a parcel in the previous week

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

Q5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 2

Column % Weighted counts Column Comparisons	Age											SEG				Working status				
	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Royal Mail	85%	86%	86%	86%	78%	79%	80%	84%	86%	83%	84%	85%	87%	86%	83%					
	403	1028		979	235	494	258	1598	1306	683	915	637	669	1595						
		d		d		-		-												
Hermes	26%	31%		29%	33%	34%	36%	31%	30%	33%	29%	29%	30%	29%	32%					
	124	368		333	98	214	117	587	453	275	312	219	234	534	500					
Yodel	11%	15%		17%	13%	15%	16%	14%	16%	13%	15%	16%	16%	15%	14%					
	53	173		187	40	93	53	270	237	109	160	116	121	287	218					
Amazon Logistics	18%	18%		19%	19%	20%	20%	20%	17%	21%	20%	18%	15%	18%	19%					
	84	216		215	58	123	66	387	251	170	218	133	118	336	299					
DPD	16%	24%		23%	17%	16%	15%	21%	20%	22%	21%	20%	20%	23%	18%					
	75	283		255	51	99	48	410	302	177	233	149	153	431	280					
		a f		a f		-		-										b		
Parcelforce	11%	13%		12%	8%	11%	14%	13%	11%	14%	12%	12%	10%	12%	12%					
	50	152		135	25	69	44	241	166	112	128	88	79	223	182					
DHL	13%	16%		13%	13%	12%	11%	16%	12%	17%	15%	13%	11%	17%	11%					
	61	196		151	40	76	36	304	180	142	162	94	86	317	167					
																			B	
Collect+	5%	5%		1%	0%	1%	1%	3%	3%	4%	3%	4%	2%	4%	1%					
	25	56		17	1	3	2	62	39	34	28	27	12	81	16					
		C d f																	B	
FedEx	9%	9%		4%	2%	2%	2%	6%	6%	7%	5%	8%	4%	7%	4%					
	41	103		43	7	15	8	111	91	55	56	60	31	136	64					
		c d f																	b	
UPS	7%	6%		4%	5%	3%	1%	5%	5%	5%	5%	6%	3%	6%	4%					
	32	69		47	16	20	4	96	72	45	51	47	25	108	59					
		f		f															b	
UK Mail	3%	3%		2%	3%	3%	3%	3%	3%	3%	4%	2%	3%	3%	4%					
	14	42		28	8	17	9	58	43	27	31	27	16	61	40					
Interlink	3%	2%		1%	1%	1%	0%	2%	1%	2%	2%	2%	0%	2%	1%					
	12	27		6	4	5	1	34	16	13	21	14	2	39	11					
		c																	b	
TNT Express	1%	3%		3%	2%	2%	1%	3%	2%	3%	3%	4%	1%	4%	1%					
	7	37		39	6	9	3	60	33	26	33	27	6	76	17					
																			B	
Citipost	2%	2%		0%	0%	0%	0%	1%	1%	1%	1%	2%	0%	2%	0%					
	10	19		5	1	1	0	18	16	9	9	12	4	30	4					
																			b	
Other	0%	1%		1%	5%	3%	1%	2%	1%	2%	1%	1%	2%	1%	2%					
	1	14		17	15	18	3	29	20	14	15	8	12	15	34					
				A b c f															a	
I don't know	3%	2%		4%	3%	5%	7%	3%	3%	4%	3%	4%	3%	2%	4%					
	15	24		43	10	32	22	64	51	29	35	30	21	45	70					
																			a	
Net: Royal Mail & Parcelforce	86%	88%		87%	79%	81%	83%	86%	87%	87%	85%	86%	88%	87%	85%					
	406	1054		988	238	506	268	1635	1320	711	924	641	679	1621	1322					
		d		d																
Effective Column n	291	772		741	216	400	184	1241	963	556	685	447	516	1143	1052					
Unweighted base	484	1285		1233	359	665	306	2065	1602	925	1140	744	858	1902	1750					
Weighted base	475	1195		1134	300	624	324	1909	1518	821	1087	746	772	1857	1556					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

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

Q5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Royal Mail	90%	86%	83%	81%	84%	84%	84%	80%	87%	84%	89%	84%	88%	84%	87%	**	
	252	260	259	252	291	259	299	272	270	2414	253	161	76	2081	820		
Hermes	26%	31%	32%	31%	27%	36%	22%	35%	29%	30%	32%	35%	37%	30%	32%	**	
	74	93	98	96	91	111	77	120	90	850	91	67	32	741	297		
Yodel	19%	14%	13%	14%	14%	18%	10%	12%	18%	14%	16%	18%	15%	14%	18%	**	
	54	43	42	42	47	55	36	40	55	413	46	35	13	341	166		
Amazon Logistics	11%	21%	14%	20%	20%	23%	23%	24%	18%	20%	14%	15%	10%	20%	16%	**	
	30	64	44	63	69	71	80	82	57	561	40	30	8	486	153		
DPD	21%	20%	24%	14%	20%	19%	22%	20%	24%	20%	22%	24%	21%	21%	20%	**	
	58	60	74	44	70	57	79	67	76	585	62	47	18	520	191		
Parcelforce	10%	7%	10%	18%	10%	7%	14%	14%	14%	12%	15%	9%	15%	12%	12%	**	
	29	21	31	56	35	23	50	47	42	334	42	18	13	298	109		
DHL	16%	11%	19%	15%	15%	11%	18%	15%	9%	14%	12%	11%	15%	14%	13%	**	
	44	34	58	48	51	35	63	52	29	414	36	22	13	358	126		
Collect+	3%	1%	3%	4%	5%	3%	4%	4%	2%	3%	2%	1%	4%	4%	1%	**	
	8	3	8	12	16	10	12	12	7	89	6	3	3	92	9		
FedEx	7%	4%	6%	10%	4%	3%	10%	6%	7%	6%	4%	4%	3%	6%	5%	**	
	18	11	19	30	14	10	37	19	22	180	12	7	3	151	51		
UPS	3%	7%	5%	3%	4%	4%	9%	6%	6%	5%	4%	3%	4%	5%	4%	**	
	8	22	14	10	13	11	32	19	18	148	10	6	4	131	38		
UK Mail	4%	2%	3%	1%	2%	3%	6%	4%	3%	3%	3%	1%	1%	3%	2%	**	
	10	6	10	4	8	9	22	13	9	92	7	2	0	78	24		
Interlink	1%	1%	0%	1%	4%	2%	1%	2%	1%	2%	0%	0%	2%	2%	1%	**	
	2	2	0	5	16	6	4	7	4	47	1	1	2	37	13		
TNT Express	1%	4%	3%	3%	1%	4%	6%	3%	1%	3%	1%	1%	1%	3%	2%	**	
	2	13	8	11	5	12	23	11	2	87	3	2	1	73	20		
Citipost	1%	0%	0%	2%	1%	1%	3%	1%	0%	1%	0%	1%	0%	1%	0%	**	
	2	1	1	5	5	3	12	2	1	31	1	1	0	30	4		
Other	1%	2%	1%	2%	0%	1%	1%	1%	1%	1%	4%	1%	0%	1%	1%	**	
	2	7	3	7	1	3	5	5	2	35	12	3	0	36	13		
I don't know	2%	2%	6%	5%	3%	4%	1%	4%	4%	3%	2%	4%	4%	4%	3%	**	
	7	6	18	17	10	11	5	12	12	99	5	8	3	89	26		
Net: Royal Mail & Parcelforce	90%	86%	85%	84%	87%	86%	86%	81%	87%	86%	90%	85%	89%	85%	89%	**	
	253	263	264	261	300	265	306	275	270	2456	258	164	77	2117	834		
Effective Column n	135	145	145	149	159	150	174	157	141	1356	286	299	264	1456	747	2	
Unweighted base	225	242	241	248	264	249	290	261	235	2255	475	498	439	2422	1242	3	
Weighted base	280	304	310	309	345	308	354	341	311	2862	286	193	87	2482	942	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q5: Thinking of the parcel(s) that you have received in the last month, which of these companies delivered the parcel(s)? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		Q6: Annual household income					Q2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Royal Mail	78%	85%	88%	85%	84%	85%	81%	85%	85%	**	
	176	2728	354	410	620	593	324	602	2847		
	a										
Hermes	31%	30%	28%	28%	33%	34%	32%	26%	30%	**	
	70	970	113	136	245	235	128	182	1022		
Yodel	17%	15%	17%	13%	15%	15%	13%	15%	15%	**	
	38	468	69	62	114	105	53	104	501		
Amazon Logistics	15%	19%	15%	16%	16%	21%	23%	21%	19%	**	
	34	605	59	79	117	145	91	148	631		
DPD	20%	21%	12%	21%	19%	22%	29%	22%	21%	**	
	46	666	47	103	139	151	117	153	699		
Parcelforce	14%	12%	13%	11%	9%	13%	14%	12%	12%	**	
	31	376	52	52	67	89	58	88	400		
DHL	20%	14%	12%	12%	13%	15%	23%	13%	14%	**	
	46	438	48	56	93	101	94	92	477		
	b										
Collect+	6%	3%	2%	1%	4%	4%	4%	2%	3%	**	
	14	86	10	3	28	28	14	17	93		
	b										
FedEx	14%	5%	6%	2%	5%	6%	13%	4%	6%	**	
	32	171	26	12	40	40	53	31	197		
	B										
UPS	9%	5%	5%	4%	5%	5%	8%	4%	5%	**	
	21	147	20	18	35	36	33	27	166		
	b										
UK Mail	3%	3%	3%	1%	4%	3%	5%	3%	3%	**	
	8	94	10	7	26	18	21	19	101		
Interlink	4%	1%	1%	0%	2%	2%	3%	0%	1%	**	
	9	41	4	2	15	13	13	3	48		
	b										
TNT Express	8%	2%	2%	2%	2%	2%	9%	1%	3%	**	
	18	74	6	9	18	13	37	10	91		
	B										
Citipost	6%	1%	0%	1%	1%	1%	2%	1%	1%	**	
	13	20	2	5	8	6	6	6	28		
	B										
Other	1%	1%	1%	3%	2%	1%	1%	1%	1%	**	
	3	47	5	14	13	7	3	7	49		
I don't know	3%	3%	2%	4%	3%	3%	4%	3%	3%	**	
	8	107	10	22	24	19	16	25	109		
Net: Royal Mail & Parcelforce	79%	87%	89%	86%	85%	87%	83%	86%	86%	**	
	180	2774	359	416	628	603	336	612	2897		
	a										
Effective Column n	158	2047	283	309	545	501	277	290	2172	29	
Unweighted base	262	3405	471	514	906	833	460	483	3613	48	
Weighted base	227	3200	404	481	737	694	402	708	3352	71	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology				Quarter				Gender		
	Total	CAPI	Online		Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes	87%	86%	87%	87%	86%	85%	88%	87%	85%	88%	
	2968	968	2000	803	733	716	716	716	1366	1602	
	-										
No - I received a card with instructions to arrange for redelivery or collection from a depot	13%	12%	13%	13%	14%	12%	13%	13%	13%	13%	
	441	138	303	122	118	94	106	208	233		
	-										
No - I received a card to say that it was left in a safe place outside my home	6%	7%	5%	7%	5%	4%	6%	5%	6%	6%	
	192	77	116	66	45	36	45	85	107		
	-										
No - I received a card to say that it was left with a neighbour	5%	6%	5%	6%	6%	6%	3%	5%	6%	6%	
	185	67	118	53	53	51	28	81	104		
	-										
No - It was left outside of my home for me to find	2%	2%	2%	2%	1%	2%	2%	2%	2%	1%	
	59	19	40	19	12	12	16	34	25		
	-										
I don't know	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	
	32	4	29	9	12	6	6	20	13		
	-										
NET: No	20%	20%	20%	22%	20%	18%	18%	19%	20%		
	672	220	452	207	171	145	149	308	363		
	-										
Effective Column n	2204	298	1907	595	535	540	534	1023	1181		
	-										
Unweighted base	3667	495	3172	990	890	899	888	1702	1965		
Weighted base	3427	1126	2302	933	858	815	821	1598	1829		
Columns	A	A	B	A	B	C	D	A	B		

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

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 2

	Age							SEG					Working status				
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
Yes	79%	85%	89%	91%	91%	92%	87%	86%	87%	87%	86%	87%	85%	89%			
	377	1011	1010	273	570	297	1655	1313	714	941	641	672	1575	1385			
	a	A b	A b	A b	-	A b	-	-							a		
No - I received a card with instructions to arrange for redelivery or collection from a depot	18%	14%	12%	8%	9%	9%	14%	12%	12%	15%	13%	11%	14%	11%			
	84	168	134	25	55	29	264	177	98	166	95	82	268	173			
	c d f				-		-	-					b				
No - I received a card to say that it was left in a safe place outside my home	10%	6%	5%	2%	2%	3%	6%	5%	5%	7%	5%	5%	6%	5%			
	50	75	54	5	14	9	111	81	40	71	40	41	109	82			
	b c D f	d			-		-	-									
No - I received a card to say that it was left with a neighbour	5%	6%	5%	5%	4%	4%	6%	4%	6%	7%	4%	4%	6%	4%			
	23	74	60	16	28	12	124	61	52	72	32	29	119	62			
					-		-	-					b				
No - It was left outside of my home for me to find	2%	2%	2%	0%	1%	2%	2%	1%	1%	3%	2%	1%	2%	1%			
	12	20	20	1	7	6	39	20	8	31	12	8	37	20			
					-		-	-									
I don't know	2%	1%	1%	0%	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%			
	7	13	8	0	4	4	14	18	7	7	6	12	20	11			
					-		-	-									
NET: No	28%	22%	17%	13%	13%	13%	21%	18%	19%	22%	20%	16%	22%	17%			
	133	262	195	39	82	43	399	273	160	239	146	127	400	267			
	b C D F	c d f			-		-	-					b				
Effective Column n	291	772	741	216	400	184	1241	963	556	685	447	516	1143	1052			
Unweighted base	484	1285	1233	359	665	306	2065	1602	925	1140	744	858	1902	1750			
Weighted base	475	1195	1134	300	624	324	1909	1518	821	1087	746	772	1857	1556			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who received a parcel in the previous week

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

QE6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Yes	89%	81%	83%	82%	85%	92%	86%	89%	88%	86%	90%	89%	84%	87%	86%	808	**	
	249	245	259	255	293	284	304	304	274	2466	257	171	73	2157				
No - I received a card with instructions to arrange for redelivery or collection from a depot	10%	17%	15%	14%	12%	10%	14%	14%	11%	13%	12%	12%	14%	13%	14%	**		
	27	52	48	43	40	30	48	48	36	372	33	23	12	313	128			
No - I received a card to say that it was left in a safe place outside my home	3%	5%	3%	18%	6%	2%	5%	7%	5%	6%	3%	3%	7%	6%	6%	**		
	8	14	9	57	19	7	16	23	16	170	10	7	6	138	55			
No - I received a card to say that it was left with a neighbour	5%	6%	6%	5%	11%	4%	5%	5%	4%	6%	4%	2%	5%	5%	6%	**		
	15	19	18	16	39	12	18	17	12	166	10	5	4	128	57			
No - It was left outside of my home for me to find	0%	2%	2%	1%	2%	1%	2%	5%	1%	2%	1%	1%	2%	1%	2%	**		
	0	6	7	2	8	3	7	16	4	52	4	2	2	36	23			
I don't know	1%	1%	1%	2%	0%	0%	1%	0%	1%	1%	1%	2%	1%	1%	1%	**		
	2	2	3	8	1	1	4	1	3	25	2	4	1	22	10			
NET: No	15%	24%	22%	28%	21%	13%	19%	21%	17%	20%	17%	17%	21%	19%	21%	**		
	41	73	68	88	72	40	68	70	53	574	47	32	18	477	195			
	f																	
Effective Column n	135	145	145	149	159	150	174	157	141	1356	286	299	264	1456	747	2		
Unweighted base	225	242	241	248	264	249	290	261	235	2255	475	498	439	2422	1242	3		
Weighted base	280	304	310	309	345	308	354	341	311	2862	286	193	87	2482	942	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q6: And, to the best of your knowledge, was the parcel delivered on the first attempt? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		Q6: Annual household income						Q2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	84%	87%	89%	85%	85%	86%	86%	89%	87%	**	
	190	2778	360	409	626	597	346	631	2907		
No - I received a card with instructions to arrange for redelivery or collection from a depot	11%	13%	12%	14%	14%	13%	16%	9%	13%	**	
	26	415	49	68	105	88	66	65	435		
No - I received a card to say that it was left in a safe place outside my home	4%	6%	6%	4%	6%	6%	9%	4%	6%	**	
	8	184	23	19	41	42	37	31	186		
No - I received a card to say that it was left with a neighbour	3%	6%	3%	4%	6%	6%	9%	4%	6%	**	
	6	179	13	17	44	44	35	32	185		
No - It was left outside of my home for me to find	2%	2%	3%	1%	1%	2%	3%	2%	2%	**	
	4	55	11	5	10	12	11	11	58		
I don't know	3%	1%	1%	1%	1%	1%	1%	1%	1%	**	
	7	26	5	5	7	6	3	7	28		
NET: No	17%	20%	16%	19%	22%	21%	25%	15%	20%	**	
	39	633	66	91	162	146	100	107	661		
Effective Column n	158	2047	283	309	545	501	277	290	2172	29	
Unweighted base	262	3405	471	514	906	833	460	483	3613	48	
Weighted base	227	3200	404	481	737	694	402	708	3352	71	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 1

		Methodology			Quarter			Gender			
Column %											
Weighted counts											
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied	28%	32%	26%	37%	24%	25%	25%	25%	26%	30%	
	124	44	79	45	28	24	24	26	53	70	
	-										
Fairly satisfied	36%	32%	38%	32%	37%	43%	35%	38%	34%		
	160	44	115	39	43	40	37	80	80		
	-										
Neither satisfied or dissatisfied	13%	10%	15%	12%	18%	8%	14%	15%	12%		
	58	14	44	15	21	7	15	30	28		
	-										
Fairly dissatisfied	12%	13%	12%	9%	15%	12%	14%	13%	12%		
	55	17	37	11	17	11	15	27	28		
	-										
Very dissatisfied	10%	13%	9%	8%	7%	12%	13%	8%	11%		
	43	18	26	10	8	11	13	17	26		
	-										
Don't know	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	
	1	0	1	1	0	0	0	0	1		
	-										
NET: Satisfied	64%	64%	64%	69%	61%	68%	59%	64%	64%		
	283	89	194	85	72	64	63	133	150		
	-										
NET: Dissatisfied	22%	26%	21%	18%	22%	24%	27%	21%	23%		
	98	35	63	22	26	23	29	44	54		
	-										
Effective Column n	289	35	254	84	73	63	69	127	162		
	-										
Average	2.4	2.4	2.4	2.2	2.4	2.4	2.6	2.4	2.4		
Standard Deviation	1.3	1.4	1.2	1.3	1.2	1.3	1.3	1.2	1.3		
Unweighted base	483	59	424	140	122	105	116	212	271		
Weighted base	440	138	302	121	118	94	106	208	232		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 2

Column % Weighted counts Column Comparisons	Age					SEG					Working status				
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Very satisfied	13%	32%	32% **		28%	**		20%	40%	15%	23%	33%	48%	28%	28%
	11	54	43		15			53	71	14	38	32	39	74	49
					-		-	-			c	C d			
Fairly satisfied	40%	43%	30% **		26%	**		38%	33%	36%	40%	39%	27%	42%	28%
	34	72	40		14			101	59	35	66	37	22	112	48
					-		-	-					b		
Neither satisfied or dissatisfied	17%	6%	18% **		19%	**		14%	13%	16%	12%	12%	13%	11%	17%
	14	10	24		10			36	22	16	20	12	11	29	29
					-		-	-							
Fairly dissatisfied	23%	10%	11% **		10%	**		15%	8%	21%	12%	8%	8%	10%	17%
	19	16	14		5			41	14	20	20	8	7	26	29
					-		-	-							
Very dissatisfied	7%	9%	9% **		17%	**		13%	5%	13%	13%	6%	4%	9%	11%
	6	15	13		9			34	10	13	21	6	4	25	18
					-		-	-							
Don't know	0%	1%	0% **		0%	**		0%	1%	0%	0%	1%	0%	0%	0%
	0	1	0		0			0	1	0	0	1	0	1	0
					-		-	-							
NET: Satisfied	53%	75%	62% **		54%	**		58%	73%	50%	63%	72%	74%	70%	56%
	45	126	83		29			154	130	49	104	69	61	186	97
		a			-		-	-			c	c	b		
NET: Dissatisfied	30%	19%	20% **		27%	**		28%	14%	34%	25%	14%	13%	19%	27%
	25	31	27		15			74	24	33	41	14	10	51	47
					-		-	-	e f						
Effective Column n															
	51	112	91	19	35	16	172	116	69	103	57	60	172	115	
Average	2.7	2.2	2.3	3.0	2.6	2.3	2.6	2.1	2.8	2.5	2.1	1.9	2.3	2.5	
Standard Deviation	1.2	1.3	1.3	1.6	1.4	1.2	1.3	1.2	1.3	1.3	1.2	1.2	1.2	1.3	
Unweighted base	86	187	152	31	58	27	289	194	116	173	94	100	288	193	
Weighted base	84	167	134	25	55	29	264	176	98	166	94	82	267	173	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied	**	**	**	**	**	**	**	**	**		28%	23%	41%	29%	27%	32%	**
											103	8	10	4	83	41	
											-						
Fairly satisfied	**	**	**	**	**	**	**	**	**		36%	40%	37%	29%	35%	39%	**
											134	13	8	4	110	50	
											-						
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**		14%	11%	7%	20%	13%	14%	**
											50	4	2	3	40	19	
											-						
Fairly dissatisfied	**	**	**	**	**	**	**	**	**		12%	16%	10%	15%	15%	6%	**
											45	5	2	2	47	8	
											-				b		
Very dissatisfied	**	**	**	**	**	**	**	**	**		10%	8%	5%	7%	11%	8%	**
											39	3	1	1	33	10	
											-						
Don't know	**	**	**	**	**	**	**	**	**		0%	0%	0%	0%	0%	1%	**
											1	0	0	0	0	1	
											-						
NET: Satisfied	**	**	**	**	**	**	**	**	**		64%	64%	78%	59%	62%	71%	**
											237	21	18	7	193	90	
											-						
NET: Dissatisfied	**	**	**	**	**	**	**	**	**		23%	25%	15%	21%	26%	14%	**
											84	8	4	3	80	18	
											-				b		
Effective Column n																	
	16	23	21	20	20		14	24	23	18	179	35	36	38	198	91	0
Average	2.3	2.3	2.3	2.5	2.2		3.0	2.5	2.5	2.4	2.4	2.5	2.0	2.4	2.5	2.2	
Standard Deviation	1.2	1.4	1.4	1.4	1.1		1.4	1.1	1.3	1.3	1.3	1.3	1.2	1.2	1.3	1.2	
Unweighted base	26	39	35	33	34		24	41	38	29	299	59	61	64	331	152	0
Weighted base	27	52	48	43	40		30	48	48	35	371	33	23	12	313	127	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f,... (p = 95%) A, B, C, D, E, F,... (p = 99.9%).

QE7_1: How satisfied were you with that recent experience where... A card was left with instructions to arrange redelivery or collection from a depot by Demographics Part 4

		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied	**		29%	39%	34%	25%	26%	18%	31%	28%	**
			121	19	23	27	23	12	20	124	
Fairly satisfied	**		36%	28%	31%	41%	35%	35%	44%	36%	**
			150	13	21	42	31	23	28	158	
Neither satisfied or dissatisfied	**		13%	20%	17%	12%	7%	18%	10%	13%	**
			52	10	11	12	6	12	7	55	
Fairly dissatisfied	**		12%	4%	14%	10%	15%	19%	10%	13%	**
			51	2	10	11	13	13	6	55	
Very dissatisfied	**		10%	7%	4%	12%	17%	9%	5%	10%	**
			41	4	3	13	15	6	3	43	
Don't know	**		0%	2%	0%	0%	0%	0%	0%	0%	**
			1	1	0	0	0	0	0	1	
NET: Satisfied	**		65%	67%	65%	66%	61%	53%	75%	65%	**
			271	33	44	69	53	35	49	281	
NET: Dissatisfied	**		22%	12%	18%	22%	32%	29%	15%	22%	**
			92	6	13	23	28	19	9	97	
Effective Column n											
	20	269	32	48	72	66	36	35	285	4	
Average	2.8	2.4	2.1	2.2	2.4	2.6	2.7	2.1	2.4	2.9	
Standard Deviation	1.2	1.3	1.2	1.2	1.3	1.5	1.3	1.1	1.3	1.0	
Unweighted base	33	450	52	80	121	111	60	59	476	7	
Weighted base	26	414	48	68	105	88	66	65	434	6	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied	51% **		38%	43% **	**		55%	42%	58%
-	98		44	28			25	35	63
-									
Fairly satisfied	28% **		33%	34% **	**		19%	31%	25%
-	53		39	22			9	26	27
-									
Neither satisfied or dissatisfied	10% **		14%	11% **	**		8%	10%	10%
-	19		16	7			4	8	10
-									
Fairly dissatisfied	4% **		7%	2% **	**		5%	6%	2%
-	8		8	1			2	5	2
-									
Very dissatisfied	8% **		8%	10% **	**		12%	12%	5%
-	15		9	7			5	10	5
-									
Don't know	0% **		0%	0% **	**		0%	0%	0%
-	0		0	0			0	0	0
-									
NET: Satisfied	79% **		72%	76% **	**		75%	72%	83%
-	151		83	50			34	61	90
-									
NET: Dissatisfied	12% **		14%	12% **	**		17%	18%	7%
-	23		17	8			8	15	7
-									
Effective Column n									
-	110	16	94	34	26	21	29	43	67
-									
Average	1.9	1.6	2.1	2.0	1.9	1.6	2.0	2.2	1.7
Standard Deviation	1.2	1.1	1.2	1.3	1.2	0.9	1.4	1.4	1.1
Unweighted base	195	28	167	60	47	37	51	77	118
Weighted base	192	77	115	66	45	36	45	85	107
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status	
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Very satisfied	**	45%	59% **	**	**	**	50%	53% **		51%	**	**	51%	52%
		34	32				55	43		36			55	43
							-	-						
Fairly satisfied	**	29%	23% **	**	**	**	34%	19% **		32%	**	**	29%	26%
		22	12				37	16		23			32	22
							-	-						
Neither satisfied or dissatisfied	**	8%	9% **	**	**	**	7%	14% **		7%	**	**	9%	10%
		6	5				7	11		5			9	8
							-	-						
Fairly dissatisfied	**	5%	4% **	**	**	**	3%	5% **		3%	**	**	3%	5%
		3	2				3	4		2			3	4
							-	-						
Very dissatisfied	**	13%	5% **	**	**	**	7%	9% **		7%	**	**	8%	7%
		9	3				8	7		5			9	6
							-	-						
Don't know	**	0%	0% **	**	**	**	0%	0% **		0%	**	**	0%	0%
		0	0				0	0		0			0	0
							-	-						
NET: Satisfied	**	74%	82% **	**	**	**	83%	72% **		83%	**	**	80%	78%
		55	44				92	59		59			87	64
							-	-						
NET: Dissatisfied	**	17%	9% **	**	**	**	10%	14% **		9%	**	**	11%	12%
		13	5				11	12		7			12	10
							-	-						
Effective Column n														
	26	42	33	4	10	5	64	46	22	42	24	22	57	52
Average	1.8	2.1	1.7	1.9	1.7	1.5	1.8	2.0	1.9	1.8	2.4	1.6	1.9	1.9
Standard Deviation	1.1	1.4	1.1	0.6	1.0	1.2	1.1	1.3	1.2	1.1	1.5	1.0	1.2	1.2
Unweighted base	46	74	58	8	17	9	113	82	39	74	43	39	102	92
Weighted base	50	74	54	5	14	9	111	81	40	71	40	41	109	82
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied	**	**	**	**	**	**	**	**	**	-	51% **	**	**	**	48%	60% **	
											86				66	32	
Fairly satisfied	**	**	**	**	**	**	**	**	**	-	26% **	**	**	**	28%	26% **	
											45				39	14	
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	-	10% **	**	**	**	10%	7% **	
											18				14	4	
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	-	4% **	**	**	**	5%	2% **	
											7				7	1	
Very dissatisfied	**	**	**	**	**	**	**	**	**	-	8% **	**	**	**	9%	4% **	
											14				13	2	
Don't know	**	**	**	**	**	**	**	**	**	-	0% **	**	**	**	0%	0% **	
											0				0	0	
NET: Satisfied	**	**	**	**	**	**	**	**	**	-	77% **	**	**	**	76%	86% **	
											131				104	47	
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	-	13% **	**	**	**	14%	6% **	
											21				19	4	
Effective Column n																	
	5	7		5	16	8	3	8	8	8	70	11	10	19	74	37	
Average	2.4	1.9		2.3	1.4	1.9	2.4	2.8	2.4	1.7	1.9	1.4	2.0	1.6	2.0	1.7	
Standard Deviation	1.0	1.3		1.5	0.9	1.2	1.4	1.1	1.7	1.1	1.2	0.5	1.4	0.7	1.3	1.0	
Unweighted base	9	13		9	29	15	6	15	15	14	125	20	17	33	131	64	
Weighted base	8	14		9	57	19	7	16	23	16	170	10	7	6	138	54	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f,... (p = 95%) A, B, C, D, E, F,... (p = 99.9%).

QE7_2: How satisfied were you with that recent experience where... A card was left to say that the parcel was left in a safe place outside your home by Demographics Part 4

		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Weighted counts											
Column Comparisons											
Very satisfied	**		52% **	**		46%	42% **	**		53% **	
			96			19	18			b	98
Fairly satisfied	**		28% **	**		29%	34% **	**		27% **	
			51			12	14			51	
Neither satisfied or dissatisfied	**		10% **	**		4%	5% **	**		10% **	
			18			2	2			18	
Fairly dissatisfied	**		4% **	**		8%	7% **	**		3% **	
			7			3	3			6	
Very dissatisfied	**		7% **	**		12%	12% **	**		7% **	
			13			5	5			13	
Don't know	**		0% **	**		0%	0% **	**		0% **	
			0			0	0			0	
NET: Satisfied	**		80% **	**		76%	76% **	**		80% **	
			146			31	32			b	149
NET: Dissatisfied	**		11% **	**		20%	19% **	**		10% **	
			20			8	8			19	
Effective Column n											
		6	105	11	12	28	29	17	14	106	4
Average		2.7	1.9	1.8	1.4	2.1	2.1	1.9	1.7	1.8	3.6
Standard Deviation		1.7	1.2	1.2	0.8	1.4	1.4	1.2	0.9	1.2	1.3
Unweighted base		10	185	19	21	50	51	30	24	188	7
Weighted base		8	184	23	19	41	42	37	31	186	7
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied	42% **		41%	56% **	**	**		38%	45%
	78		49	29				31	47
	-								
Fairly satisfied	44% **		40%	36% **	**	**		50%	40%
	82		47	19				40	42
	-								
Neither satisfied or dissatisfied	6% **		9%	3% **	**	**		7%	5%
	11		11	2				6	5
	-								
Fairly dissatisfied	2% **		4%	3% **	**	**		2%	3%
	4		4	2				1	3
	-								
Very dissatisfied	4% **		6%	2% **	**	**		3%	4%
	7		7	1				3	4
	-								
Don't know	2% **		0%	0% **	**	**		0%	3%
	3		0	0				0	3
	-								
NET: Satisfied	87% **		81%	91% **	**	**		88%	86%
	160		97	48				71	89
	-								
NET: Dissatisfied	6% **		10%	5% **	**	**		5%	7%
	11		11	3				4	7
	-		a						
Effective Column n									
	105	12	93	31	27	27	20	40	65
Average	1.8	1.5	1.9	1.6	2.1	1.7	1.9	1.8	1.8
Standard Deviation	0.9	0.5	1.1	0.9	1.0	0.9	1.1	0.9	1.0
Unweighted base	184	20	164	54	48	46	36	70	114
Weighted base	182	64	118	53	53	49	28	81	101
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status	
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Very satisfied	**	30%	56% **	**	**	**	43%	40%	38%	47% **	**	**	39%	50%
		22	34				54	25	20	34			47	31
							-	-						
Fairly satisfied	**	52%	36% **	**	**	**	45%	43%	50%	41% **	**	**	48%	35%
		38	22				56	26	26	29			57	22
							-	-						
Neither satisfied or dissatisfied	**	6%	2% **	**	**	**	4%	9%	3%	5% **	**	**	5%	7%
		4	1				5	5	2	4			6	4
							-	-						
Fairly dissatisfied	**	5%	1% **	**	**	**	1%	5%	1%	1% **	**	**	4%	0%
		4	0				1	3	1	1			4	0
							-	-						
Very dissatisfied	**	3%	5% **	**	**	**	4%	3%	2%	6% **	**	**	4%	4%
		2	3				5	2	1	4			5	2
							-	-						
Don't know	**	4%	0% **	**	**	**	2%	0%	5%	0% **	**	**	0%	5%
		3	0				3	0	3	0			0	3
							-	-						
NET: Satisfied	**	82%	92% **	**	**	**	88%	83%	89%	88% **	**	**	87%	85%
		61	55				109	51	46	63			104	52
							-	-						
NET: Dissatisfied	**	8%	5% **	**	**	**	5%	8%	3%	7% **	**	**	8%	4%
		6	3				7	5	1	5			9	2
							-	-						
Effective Column n														
	13	45	33	7	14	7	70	35	29	40	17	18	63	41
Average	2.0	1.9	1.6	1.8	1.6	1.5	1.8	1.9	1.7	1.8	1.9	1.8	1.9	1.7
Standard Deviation	1.1	0.9	1.0	1.1	0.9	0.5	0.9	1.0	0.8	1.0	1.0	1.0	1.0	0.9
Unweighted base	23	79	58	12	24	12	122	62	51	71	30	32	111	71
Weighted base	23	71	60	16	28	12	121	61	49	72	32	29	119	59
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied	**	**	**	**	**	**	**	**	**	42% **	**	**	**	45%	36%	**	
										69				57	21		
										-							
Fairly satisfied	**	**	**	**	**	**	**	**	**	45% **	**	**	**	36%	62%	**	
										75				46	36		
										-					a		
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	6% **	**	**	**	8%	0%	**	
										10				10	0		
										-							
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	2% **	**	**	**	3%	1%	**	
										4				4	0		
										-							
Very dissatisfied	**	**	**	**	**	**	**	**	**	3% **	**	**	**	5%	0%	**	
										6				7	0		
										-							
Don't know	**	**	**	**	**	**	**	**	**	2% **	**	**	**	2%	0%	**	
										3				3	0		
										-							
NET: Satisfied	**	**	**	**	**	**	**	**	**	87% **	**	**	**	81%	99%	**	
										144				104	56		
										-					a		
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	6% **	**	**	**	9%	1%	**	
										9				11	1		
										-							
Effective Column n																	
	7	10		6	6	14	5	10	7	5	70	12	8	14	70	35	0
Average	1.6	1.8		2.1	1.7	1.8	1.6	2.5	1.3	1.4	1.8	1.9	1.7	2.1	1.9	1.7	
Standard Deviation	0.9	1.1		0.9	0.6	0.9	0.5	1.2	0.6	0.7	0.9	1.2	1.1	1.3	1.1	0.6	
Unweighted base	13	17		10	11	25	9	17	12	8	122	22	15	25	122	62	0
Weighted base	15	19		15	16	39	12	18	17	12	163	10	5	4	125	57	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_3: How satisfied were you with that recent experience where... A card was left to say that the parcel was left with a neighbour by Demographics Part 4

		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied	**		43% **	**	**		27% **	**		42% **	
			77				12			78	
									-		
Fairly satisfied	**		44% **	**	**		53% **	**		44% **	
			80				23			82	
									-		
Neither satisfied or dissatisfied	**		5% **	**	**		9% **	**		6% **	
			9				4			11	
									-		
Fairly dissatisfied	**		2% **	**	**		2% **	**		2% **	
			4				1			4	
									-		
Very dissatisfied	**		3% **	**	**		3% **	**		4% **	
			6				1			7	
									-		
Don't know	**		2% **	**	**		6% **	**		2% **	
			3				3			3	
									-		
NET: Satisfied	**		87% **	**	**		79% **	**		87% **	
			157				35			160	
									-		
NET: Dissatisfied	**		6% **	**	**		5% **	**		6% **	
			10				2			11	
									-		
Effective Column n											
		4	101	9	12	27	28	18	11	104	1
Average		2.6	1.8	1.4	2.0	1.8	2.0	1.6	1.9	1.8	5.0
Standard Deviation		1.5	0.9	0.9	1.2	1.0	0.9	0.7	1.1	0.9	
Unweighted base		7	177	16	21	47	49	31	20	183	1
Weighted base		6	176	13	17	44	41	35	32	182	0
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 1

Methodology			Quarter					Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied	15% **		13% **	**	**	**	**	**	**
	9		5						
	-								
Fairly satisfied	16% **		23% **	**	**	**	**	**	**
	9		9						
	-								
Neither satisfied or dissatisfied	14% **		4% **	**	**	**	**	**	**
	8		2						
	-								
Fairly dissatisfied	24% **		26% **	**	**	**	**	**	**
	14		10						
	-								
Very dissatisfied	32% **		34% **	**	**	**	**	**	**
	19		13						
	-								
Don't know	0% **		0% **	**	**	**	**	**	**
	0		0						
	-								
NET: Satisfied	31% **		36% **	**	**	**	**	**	**
	18		14						
	-								
NET: Dissatisfied	56% **		60% **	**	**	**	**	**	**
	33		24						
	-								
Effective Column n									
	35	3	32	9	7	8	11	17	19
	-								
Average	3.4	3.4	3.4	3.9	3.6	3.3	2.8	3.7	3.1
Standard Deviation	1.5	1.5	1.5	1.2	1.4	1.5	1.6	1.2	1.8
Unweighted base	63	6	57	16	12	15	20	30	33
Weighted base	59	19	40	19	12	12	16	34	25
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n														
	7	11	12	2	5	3	21	14	6	16	8	6	21	13
Average	2.9	3.8	3.1	4.7	3.9	3.7	3.4	3.4	4.2	3.2	3.1	4.0	3.2	3.7
Standard Deviation	1.4	1.1	1.6	1.2	1.8	2.0	1.5	1.5	1.5	1.5	1.5	1.4	1.4	1.6
Unweighted base	13	19	22	3	9	6	38	25	10	28	14	11	37	24
Weighted base	12	20	20	1	7	6	39	20	8	31	12	8	37	20
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month ; Column comparison symbols: a, b, c, d, e, f,... (p = 95%) A, B, C, D, E, F,... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 3

	UK nation													Rurality			
Column %																	
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Column Comparisons	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Very satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Neither satisfied or dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Fairly dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Very dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Satisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
NET: Dissatisfied	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	
Effective Column n	0	2	3	2	4	2	4	6	2	23	4	3	6	20	15	0	
Average		5.0	3.1	2.6	3.8	2.8	3.5	2.9	3.8	3.4	3.8	2.9	3.0	3.6	3.1		
Standard Deviation		0.0	1.1	1.5	1.1	1.7	1.3	1.9	1.5	1.5	1.5	2.0	1.4	1.5	1.4		
Unweighted base	0	3	5	3	7	3	7	10	3	41	7	5	10	36	27	0	
Weighted base	0	6	7	2	8	3	7	16	4	52	4	2	2	36	23	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f,... (p = 95%) A, B, C, D, E, F,... (p = 99.9%).

QE7_4: How satisfied were you with that recent experience where... The parcel was left outside of your home for you to find by Demographics Part 4

		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Weighted counts											
Column Comparisons											
Very satisfied	**		16% **	**	**	**	**	**	**	15% **	**
			9							9	
			-							-	
Fairly satisfied	**		17% **	**	**	**	**	**	**	15% **	**
			9							8	
			-							-	
Neither satisfied or dissatisfied	**		14% **	**	**	**	**	**	**	14% **	**
			8							8	
			-							-	
Fairly dissatisfied	**		25% **	**	**	**	**	**	**	24% **	**
			14							14	
			-							-	
Very dissatisfied	**		27% **	**	**	**	**	**	**	32% **	**
			15							19	
			-							-	
Don't know	**		0% **	**	**	**	**	**	**	0% **	**
			0							0	
			-							-	
NET: Satisfied	**		33% **	**	**	**	**	**	**	30% **	**
			18							17	
			-							-	
NET: Dissatisfied	**		53% **	**	**	**	**	**	**	56% **	**
			29							33	
			-							-	
Effective Column n											
		1	34	6	4	6	9	6	6	35	1
Average		5.0	3.3	2.7	3.1	3.6	4.5	3.4	3.1	3.4	2.0
Standard Deviation		0.0	1.5	1.9	1.3	1.9	1.0	1.1	1.2	1.5	
Unweighted base		2	61	10	7	10	16	10	10	62	1
Weighted base		4	55	11	5	10	12	11	11	58	1
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who received a parcel in the previous week and also received a parcel that was not delivered on the first attempt in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		76%	69%	81%	75%	78%	77%	75%	78%
	4613	1701	2912	1160	1170	1179	1104	2211	2402
	-		A						a
No		22%	29%	17%	23%	21%	21%	23%	21%
	1327	713	614	352	316	322	337	689	638
	-	B							
I don't know		2%	2%	2%	2%	2%	2%	2%	2%
	116	37	79	33	24	26	33	67	49
	-								
Effective Column n									
	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Yes	74%	79%	79%	74%	69%	65%	78%	74%	80%	77%	76%	72%	79%	73%											
	632	1532	1527	472	922	451	2513	2100	1085	1428	994	1105	2478	2116											
	f	F	F	f	-	-	-	-	F	f			B												
No	22%	19%	20%	24%	29%	33%	20%	24%	19%	21%	22%	26%	19%	25%											
	188	369	389	156	381	226	650	677	257	393	282	395	596	726											
					-	a B C d	-	-				c		A											
I don't know	3%	2%	1%	2%	2%	2%	1%	2%	1%	2%	2%	3%	2%	2%											
	28	37	22	13	29	16	46	70	17	29	27	42	52	61											
	c				-		-	-																	
Effective Column n																									
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	80%	73%	78%	77%	78%	77%	69%	80%	78%	76%	77%	75%	68%	76%	77%	**	
	422	415	412	420	441	415	479	476	406	3886	374	228	124	3422	1188		
No	19%	26%	20%	20%	20%	22%	28%	17%	20%	22%	22%	23%	26%	22%	21%	**	
	100	150	106	112	113	117	198	104	104	1103	106	70	48	1002	323		
I don't know	1%	1%	2%	3%	2%	1%	3%	3%	1%	2%	1%	1%	5%	2%	2%	**	
	7	5	11	14	11	5	18	18	7	98	4	4	10	82	33		
Effective Column n																	
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QE9: Have you ever received a 'Sorry you were out' card from a delivery company, for deliveries that were too big to fit in the letterbox or required a signature? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability															
QJ6: Annual household income															
QJ2: Internet usage															
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Yes	66%	77%	77%	74%	74%	78%	84%	83%	68%	78%	43%				
	232	4381	577	599	977	925	478	1056	4451	152					
		A			F	A B C F	a b F		B						
No	30%	21%	23%	24%	20%	14%	15%	29%	20%	55%					
	104	1224	181	196	252	156	87	454	1124	196					
	b		D e	D e	d		C D E		A						
I don't know	4%	2%	2%	2%	1%	2%	2%	2%	2%	3%					
	15	101	18	15	17	20	10	36	104	10					
	b														
Effective Column n															
	216	3268	475	470	817	747	380	595	3363	111					
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189					
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%)

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Pick up the item from a delivery office	26%	22%	27%	24%	25%	26%	27%	27%	24%
	1199	386	813	285	292	317	304	619	580
	-		a				b		
Arrange for redelivery to your home	35%	23%	42%	36%	34%	37%	34%	34%	37%
	1658	397	1261	423	405	444	387	759	899
	-		A						
Arrange for the item to be left in a safe place	28%	29%	27%	27%	30%	28%	27%	25%	30%
	1309	500	809	320	355	332	301	572	737
	-							a	
Arrange for delivery to a neighbour	23%	23%	23%	23%	26%	22%	22%	23%	23%
	1099	400	699	268	313	270	249	526	573
	-								
Arrange for delivery to a Post Office branch, where you can pick it up	19%	17%	21%	19%	23%	17%	19%	19%	20%
	910	297	614	223	275	199	214	431	479
	-		a		c				
Arrange to pick it up from a collection point/ box	11%	9%	11%	10%	11%	10%	10%	10%	11%
	497	155	342	122	136	122	117	233	264
	-		a						
Arrange for delivery to an alternative address	5%	3%	6%	6%	6%	5%	5%	5%	5%
	248	60	188	67	68	59	54	121	127
	-		a						
Get a friend/relative to pick up the item from the delivery/enquiry office	4%	4%	5%	5%	5%	3%	5%	5%	4%
	210	75	134	54	59	36	59	109	101
	-								
Arrange to pick it up at the operator's depot	7%	7%	7%	6%	7%	10%	5%	8%	6%
	333	116	217	67	84	120	61	183	149
	-				a d		b		
Any other way	1%	1%	1%	1%	0%	1%	1%	1%	1%
	31	10	21	9	5	7	10	16	15
	-								
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%
	36	11	25	12	8	7	9	19	17
	-								
NET: Arrange pick-up	53%	53%	53%	50%	54%	54%	54%	56%	50%
	2487	913	1574	586	646	648	607	1261	1226
	-						b		
NET: Arrange new delivery	54%	45%	59%	54%	56%	54%	52%	52%	55%
	2531	769	1761	633	663	644	591	1178	1352
	-		A						
Effective Column n	2828	441	2386	712	711	721	683	1315	1512
Unweighted base	4792	748	4044	1207	1205	1222	1158	2229	2563
Weighted base	4695	1720	2975	1173	1190	1201	1131	2254	2441
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever received a 'Sorry you were out card' from a delivery company
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 2

	Age					SEG										Working status	
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
Pick-up the item from a delivery office	22%	28%	24%	28%	26%	24%	25%	26%	26%	25%	26%	26%	26%	25%			
	145	441	368	135	245	110	652	547	282	370	260	287	648	541			
Arrange for redelivery to your home	36%	36%	34%	31%	37%	43%	34%	37%	35%	34%	35%	38%	32%	40%			
	234	559	519	148	346	198	878	780	386	492	357	423	802	850			
Arrange for the item to be left in a safe place	31%	28%	28%	25%	26%	27%	30%	25%	33%	28%	27%	23%	29%	26%			
	201	433	427	122	247	126	774	535	358	416	276	259	729	570		A	
Arrange for delivery to a neighbour	26%	21%	22%	29%	28%	26%	23%	23%	25%	22%	24%	23%	23%	24%			
	171	324	346	140	259	119	601	498	274	327	240	258	579	508			
Arrange for delivery to a Post Office branch, where you can pick it up	20%	19%	22%	17%	15%	13%	21%	17%	20%	22%	19%	16%	21%	18%			
	135	299	333	84	144	60	540	370	220	320	192	178	527	379			
Arrange to pick it up from a collection point/ box	11%	13%	11%	5%	5%	4%	11%	10%	12%	11%	10%	9%	13%	7%			
	74	202	175	25	45	20	292	204	137	155	104	101	341	151			
Arrange for delivery to an alternative address	7%	6%	5%	3%	3%	4%	5%	5%	5%	6%	6%	4%	7%	3%			
	46	100	70	16	32	16	137	111	56	81	66	45	177	69			
Get a friend/relative to pick up the item from the delivery/enquiry office	7%	7%	2%	2%	2%	3%	4%	5%	4%	5%	5%	5%	5%	4%			
	44	108	34	10	23	13	108	102	40	68	49	53	124	83			
Arrange to pick it up at the operator's depot	8%	8%	7%	6%	4%	3%	8%	6%	8%	8%	7%	6%	8%	6%			
	54	122	115	27	42	15	197	136	84	113	68	68	207	124			
Any other way	1%	0%	0%	0%	1%	2%	1%	0%	1%	1%	0%	0%	1%	1%			
	4	8	8	2	12	11	27	5	13	14	3	1	13	18			
I don't know	1%	1%	1%	0%	1%	1%	0%	1%	0%	1%	2%	1%	1%	1%			
	7	9	13	1	7	6	8	28	0	8	16	12	15	19			
NET: Arrange pick-up	53%	57%	53%	50%	46%	42%	55%	50%	53%	56%	51%	50%	56%	49%			
	348	887	822	238	430	192	1409	1078	585	824	518	560	1423	1050			
NET: Arrange new delivery	56%	53%	51%	56%	58%	61%	52%	56%	54%	51%	56%	56%	51%	57%			
	365	827	793	266	546	280	1341	1190	589	752	567	623	1296	1220			
Effective Column n	385	958	947	298	538	240	1594	1233	699	896	562	671	1484	1332			
Unweighted base	653	1624	1604	505	911	406	2702	2090	1184	1518	953	1137	2515	2257			
Weighted base	658	1556	1545	478	936	458	2560	2135	1100	1461	1015	1120	2525	2150			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever received a 'Sorry you were out card' from a delivery company

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

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Pick up the item from a delivery office	22%	28%	23%	23%	25%	22%	35%	30%	23%	26%	26%	22%	18%	27%	21%	**		
	95	117	98	99	113	94	171	144	95	1027	98	51	22	948	250			
	a c d f i l m													b				
Arrange for redelivery to your home	37%	35%	33%	29%	36%	35%	38%	38%	40%	36%	32%	34%	38%	35%	36%	**		
	156	146	136	126	160	149	187	185	164	1410	120	79	48	1220	437			
Arrange for the item to be left in a safe place	19%	31%	29%	31%	25%	35%	21%	28%	27%	27%	33%	26%	37%	25%	35%	**		
	82	130	121	134	114	148	101	137	109	1077	124	61	47	882	427			
	a g		a g		a g				A g		a g l		A					
Arrange for delivery to a neighbour	27%	28%	26%	25%	24%	21%	21%	19%	22%	24%	19%	22%	33%	24%	23%	**		
	115	116	111	107	108	88	104	94	92	933	72	52	42	820	278			
														k l				
Arrange for delivery to a Post Office branch, where you can pick it up	17%	19%	20%	21%	20%	18%	23%	18%	22%	20%	18%	17%	18%	19%	22%	**		
	73	78	82	92	91	74	112	90	88	781	67	39	23	648	262			
Arrange to pick it up from a collection point/ box	8%	10%	8%	12%	13%	14%	16%	8%	9%	11%	7%	9%	11%	12%	7%	**		
	36	41	33	52	60	57	78	40	38	436	26	20	14	408	88			
	k													b				
Arrange for delivery to an alternative address	4%	7%	7%	4%	6%	4%	10%	5%	3%	5%	4%	6%	5%	6%	4%	**		
	18	28	28	16	28	16	48	22	10	215	13	14	6	195	53			
Get a friend/relative to pick up the item from the delivery/enquiry office	1%	5%	5%	3%	4%	3%	7%	6%	4%	4%	6%	3%	6%	5%	3%	**		
	5	22	21	14	20	11	35	30	16	174	22	6	7	169	41			
Arrange to pick it up at the operator's depot	7%	6%	5%	4%	9%	5%	10%	6%	6%	7%	10%	8%	8%	8%	6%	**		
	32	27	23	18	42	22	51	29	25	267	36	19	10	264	68			
Any other way	0%	0%	0%	0%	1%	1%	1%	1%	2%	1%	1%	0%	1%	0%	1%	**		
	1	0	2	1	4	2	3	7	7	27	3	1	1	17	14			
I don't know	0%	1%	2%	1%	1%	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%	**		
	1	3	10	6	3	5	2	1	2	32	2	1	0	22	14			
NET: Arrange pick-up	46%	52%	50%	52%	56%	50%	67%	55%	51%	53%	53%	47%	49%	55%	47%	**		
	198	217	209	222	253	211	331	268	207	2115	200	110	62	1922	564			
	A b C d e F h I K L m													B				
NET: Arrange new delivery	59%	55%	57%	51%	56%	51%	55%	50%	55%	54%	46%	54%	60%	54%	54%	**		
	254	233	238	218	253	218	270	246	225	2153	174	127	76	1878	651			
	k													k				
Effective Column n	186	190	185	189	198	188	233	215	183	1769	375	356	328	1928	898	2		
Unweighted base	316	322	314	321	336	319	395	364	310	2997	636	603	556	3267	1522	3		
Weighted base	427	420	419	431	450	424	490	488	408	3957	377	234	127	3482	1210	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who have ever received a 'Sorry you were out card' from a delivery company
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10: Generally speaking, how would you prefer to deal with a 'Sorry you were out' card? by Demographics Part 4

	QJ7: Inability to leave home without help, due to illness or disability				QJ6: Annual household income								QJ2: Internet usage							
Column %	Yes – I am household		No – I am not household		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Weighted counts																				
Column Comparisons																				
Pick up the item from a delivery office	24%	58	26%	1140	31%	182	22%	135	27%	271	25%	239	23%	111	24%	260	26%	1160	22%	34
Arrange for redelivery to your home	38%	92	35%	1566	41%	242	37%	225	39%	385	32%	300	34%	166	32%	340	36%	1616	26%	41
					d f				d											
Arrange for the item to be left in a safe place	24%	58	28%	1251	22%	130	27%	165	27%	270	31%	291	32%	158	28%	296	28%	1277	20%	31
Arrange for delivery to a neighbour	20%	49	24%	1050	23%	137	19%	117	24%	242	26%	245	23%	112	23%	245	23%	1058	26%	40
Arrange for delivery to a Post Office branch, where you can pick it up	16%	39	20%	871	16%	95	21%	126	20%	200	20%	188	22%	109	18%	191	20%	890	13%	21
Arrange to pick it up from a collection point/ box	13%	32	10%	465	10%	59	8%	49	10%	103	13%	123	16%	78	8%	85	11%	485	7%	10
Arrange for delivery to an alternative address	11%	25	5%	223	4%	23	5%	31	6%	58	5%	50	8%	40	4%	46	5%	237	7%	11
	b																			
Get a friend/relative to pick up the item from the delivery/enquiry office	12%	28	4%	182	5%	29	3%	20	4%	42	4%	37	7%	35	4%	46	4%	201	6%	9
	B																			
Arrange to pick it up at the operator's depot	14%	34	7%	298	8%	46	6%	39	6%	63	7%	62	10%	48	7%	74	7%	321	7%	12
	B																			
Any other way	1%	2	1%	30	1%	4	0%	3	0%	3	1%	6	2%	8	1%	9	1%	31	0%	0
I don't know	0%	0	1%	36	1%	7	1%	7	1%	9	0%	0	1%	4	1%	9	1%	29	3%	4
																		a		
NET: Arrange pick-up	57%	137	53%	2350	55%	328	49%	299	53%	532	54%	507	57%	276	51%	546	53%	2408	47%	74
NET: Arrange new delivery	57%	136	54%	2395	57%	337	52%	321	56%	561	54%	503	52%	254	52%	554	54%	2443	55%	85
Effective Column n	159		2668		377		378		666		649		336		422		2772		51	
Unweighted base	270		4522		639		640		1129		1099		570		715		4697		86	
Weighted base	241		4455		591		613		995		940		486		1070		4530		156	
Columns	A	B	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who have ever received a 'Sorry you were out card' from a delivery company ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes	40%	30%	46%	43%	40%	36%	40%	40%	40%	40%
	2403	734	1669	664	606	543	589	1172	1172	1230
	-		A		c					
No	60%	70%	54%	57%	60%	64%	60%	60%	60%	60%
	3653	1718	1936	881	903	984	886	1795	1795	1858
	-	B				a				
Effective Column n	3484	645	2838	892	870	878	844	1673	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	2967	3089
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 2

Age														SEG										Working status				
Column %																												
Weighted counts																												
Column																												
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Yes	50%	46%	38%	29%	27%	25%	43%	36%	46%	41%	40%	33%	44%	35%	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003
	C D F	C D F	d F		-		-	-	d e F	F	f		B															
No	50%	54%	62%	71%	73%	75%	57%	64%	54%	59%	60%	67%	56%	65%	424	1047	1205	457	979	522	1837	1816	740	1097	782	1034	1736	1899
			A B	A B c	-	A B C	-	-		c	c	C D e		A														
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 3

UK nation														Rurality						
Column %																				
Weighted counts																				
Column																				
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Yes	37%	34%		39%	46%	35%	43%	47%	35%	40%	40%	40%	42%	30%	39%	41% **				
	197	194		208	250	200	233	327	209	208	2025	195	128	55	1766	634				
No	63%	66%		61%	54%	65%	57%	65%	60%	60%	60%	60%	58%	70%	61%	59% **				
	333	376		321	296	365	305	368	389	309	3062	290	175	127	2740	909				
		d g				g				g				d g l						
Effective Column n		220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Unweighted base		374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base		530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QF10a: In the past month, have you been in the situation where you have been required to select a postal/delivery option for letters or goods you are having delivered to yourself? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability																		
QJ6: Annual household income																		
QJ2: Internet usage																		
Column %																		
Weighted counts																		
Column																		
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Yes		53%	39%	31%	39%	41%	49%	59%	30%	42%	10%							
	B	186	2216	237	a f	315	A F	508	A B C F	542	A B C d F	340	460	B	2363			36
No		47%	61%	69%	61%	59%	51%	41%	70%	58%	90%							
		164	3489	540		495		738		559		235	1087		3316			322
			A	b C D E	D E		D E		e			b C D E					A	
Effective Column n		216	3268	475		470		817		747		380	595		3363			111
Unweighted base		368	5566	809		800		1391		1272		648	1014		5729			189
Weighted base		351	5705	776		810		1246		1101		575	1547		5679			358
Columns	A	B	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors?

Row %							
Weighted counts	This is mandatory to me – a must have	This is a 'great to have' – makes a difference and can sway my decision	This is a 'nice to have', but I can live without it being offered	This is not important to me – don't mind if not offered	This is a negative to me	NET: Important (T28)	
Guarantee that the parcel will arrive intact	64%	26%	9%	1%	0%	90%	
	1536	623	208	31	5	2159	
Guaranteed delivery to my door	47%	39%	12%	2%	0%	85%	
	1122	930	285	58	7	2052	
Guarantee that the parcel will arrive on time	37%	44%	16%	2%	0%	81%	
	896	1059	381	60	7	1955	
Low cost	33%	47%	16%	3%	1%	81%	
	798	1140	382	68	14	1939	
Free delivery	24%	54%	19%	3%	0%	78%	
	577	1286	453	75	11	1863	
Proof and details of delivery receipt sent to me if someone else receives it	42%	36%	17%	4%	1%	78%	
	1013	864	417	96	13	1877	
Convenient options for me to accept the delivery	28%	51%	17%	3%	0%	79%	
	670	1229	417	79	8	1898	
Fast delivery	26%	48%	22%	4%	0%	74%	
	623	1148	528	93	11	1771	
Ability to track the delivery	33%	41%	22%	4%	0%	75%	
	795	997	517	90	4	1791	
Proof of postage/dispatch	34%	41%	20%	4%	1%	75%	
	826	980	485	98	15	1805	
Knowledge that they will deliver to a neighbour or safe place if I am not available to take the delivery	31%	46%	17%	3%	2%	77%	
	755	1094	420	79	55	1849	
Option to reschedule if I am unable to take the delivery	31%	46%	19%	4%	0%	76%	
	739	1097	457	100	9	1836	
Ability to select a specific date/time for delivery	17%	49%	25%	8%	1%	66%	
	400	1177	603	203	19	1576	
Availability of nearby collection points in case of failed delivery	22%	44%	22%	8%	3%	67%	
	536	1068	530	191	77	1604	
Ability to provide a specific time slot or SMS notification of delivery time	37%	47%	26%	9%	1%	64%	
	399	1134	631	213	27	1532	
Ability to choose an express or next day service	16%	44%	29%	10%	1%	60%	
	393	1046	690	252	22	1439	
Ability to select an evening/weekend delivery	14%	39%	30%	16%	1%	53%	
	331	940	720	378	33	1271	
Inclusion of insurance	14%	36%	33%	15%	2%	50%	
	331	863	793	362	54	1194	

Weight: Demographic, Geographic & Evaluative Weight. Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	33%	30%	35%	34%	34%	31%	34%	33%	34%	34%	
	798	220	579	225	205	166	203	384	414		
This is a 'great to have' -- makes a difference and can sway my decision	47%	50%	46%	47%	44%	50%	50%	46%	49%		
	1140	365	775	310	265	271	294	535	605		
This is a 'nice to have', but I can live without it being offered	16%	16%	16%	15%	19%	16%	13%	17%	14%		
	382	115	267	102	116	86	79	204	178		
This is not important to me -- don't mind if not offered	3%	4%	2%	4%	3%	3%	2%	3%	2%		
	68	28	40	24	16	16	11	40	28		
This is a negative to me	1%	1%	1%	0%	1%	1%	0%	1%	0%		
	14	5	9	3	5	4	2	9	5		
NET: Important (T2B)	81%	80%	81%	81%	77%	80%	84%	78%	83%		
	1939	585	1354	535	470	437	496	919	1019		
Effective Column n										a	
	1600	200	1400	421	398	389	392	722	879		
Unweighted base	2586	323	2263	681	643	629	633	1166	1420		
Weighted base	2403	734	1669	664	606	543	589	1172	1230		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 2

	Age				SEG										Working status			
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
This is mandatory to me – a must have	32%	34%	34%	31%	31%	31%	33%	34%	32%	34%	35%	32%	33%	34%				
	135	300	253	58	111	53	450	348	198	253	184	164	456	341				
This is a 'great to have' – makes a difference and can sway my decision	50%	48%	45%	48%	48%	47%	47%	48%	46%	48%	45%	50%	47%	48%				
	212	431	328	88	169	81	650	491	285	365	235	255	659	478				
This is a 'nice to have', but I can live without it being offered	16%	15%	17%	17%	16%	15%	17%	15%	18%	16%	17%	13%	17%	14%				
	66	130	128	32	57	25	231	151	111	120	87	65	232	144				
This is not important to me – don't mind if not offered	2%	3%	2%	3%	4%	5%	2%	4%	3%	1%	2%	5%	2%	4%				
	10	27	17	5	14	9	31	37	21	11	13	24	33	35				
												d						
This is a negative to me	0%	0%	1%	0%	1%	1%	1%	0%	1%	1%	1%	0%	1%	0%				
	1	3	7	0	2	2	10	4	4	6	3	0	10	4				
NET: Important (T2B)	82%	82%	79%	79%	79%	79%	80%	81%	78%	82%	80%	83%	80%	82%				
	348	731	580	146	280	134	1100	839	483	617	419	420	1116	820				
Effective Column n	281	582	490	144	247	103	939	661	421	518	324	337	885	709				
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145				
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	41%	32%	36%	33%	25%	34%	34%	31%	33%	33%	27%	43%	36%	34%	32%	**					
	80	62	75	82	50	78	110	65	69	671	53	55	20	597	200						
										-		e k									
This is a 'great to have' – makes a difference and can sway my decision	43%	48%	49%	47%	55%	51%	45%	51%	46%	48%	46%	40%	48%	47%	48%	**					
	85	93	102	117	109	119	148	106	96	975	89	51	26	836	303						
										-											
This is a 'nice to have', but I can live without it being offered	12%	20%	12%	19%	18%	14%	13%	17%	16%	15%	22%	14%	14%	15%	17%	**					
	24	38	24	49	36	33	41	36	32	313	44	18	8	272	110						
										-											
This is not important to me – don't mind if not offered	3%	1%	3%	1%	0%	1%	8%	0%	5%	3%	4%	3%	2%	3%	3%	**					
	5	2	6	2	1	2	26	1	10	55	8	4	1	51	17						
										-											
This is a negative to me	1%	0%	0%	0%	2%	0%	1%	0%	0%	1%	1%	0%	0%	1%	1%	**					
	2	0	1	1	3	0	2	1	1	12	2	0	0	10	3						
										-											
NET: Important (T2B)	84%	79%	85%	79%	80%	85%	79%	82%	79%	81%	73%	83%	84%	81%	79%	**					
	165	154	177	198	160	197	258	171	165	1646	141	106	46	1433	503						
										-											
Effective Column n																					
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Low cost by Demogrpahics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	32%	33%	38%	34%	33%	32%	28%	37%	34%	**	
	59	739	91	107	165	172	95	169	793		
This is a 'great to have' – makes a difference and can sway my decision	39%	48%	47%	47%	48%	48%	45%	49%	47%	**	
	72	1068	112	149	243	259	152	226	1121		
This is a 'nice to have', but I can live without it being offered	21%	a	15%	12%	15%	19%	22%	11%	16%	**	
	40	342	29	47	81	100	76	49	369		
This is not important to me – don't mind if not offered	7%	2%	2%	3%	4%	1%	4%	3%	3%	**	
	14	54	4	11	18	7	13	14	67		
This is a negative to me	b	1%	1%	0%	0%	1%	1%	1%	1%	**	
	2	11	1	1	0	4	4	3	13		
NET: Important (T2B)	70%	82%	86%	81%	80%	79%	73%	86%	81%	**	
	131	1808	203	256	408	430	247	394	1914		
Effective Column n	a	e	e	e	e	e	e	e	e		
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	24%	22%	25%	24%	22%	23%	28%	22%	26%	
	577	161	416	158	134	123	162	257	320	
	-									
This is a 'great to have' -- makes a difference and can sway my decision	54%	48%	56%	54%	55%	53%	52%	53%	54%	
	1286	356	930	360	334	288	303	619	667	
	-		a							
This is a 'nice to have', but I can live without it being offered	19%	25%	16%	19%	19%	22%	17%	21%	17%	
	453	181	272	125	113	117	98	246	207	
	-	B						b		
This is not important to me -- don't mind if not offered	3%	4%	3%	3%	4%	2%	4%	4%	3%	
	76	32	44	19	22	13	22	43	33	
	-									
This is a negative to me	0%	1%	0%	0%	1%	0%	1%	1%	0%	
	11	4	6	1	4	2	4	7	3	
	-									
NET: Important (T2B)	78%	70%	81%	78%	77%	76%	79%	75%	80%	
	1863	517	1346	518	468	411	466	876	987	
	-		A						a	
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 2

	Age					SEG										Working status	
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
This is mandatory to me – a must have	19%	24%	25%	31%	27%	23%	24%	24%	24%	24%	25%	25%	23%	23%	26%		
	81	215	185	57	96	39	334	244	146	188	129	115	316	261			
This is a 'great to have' – makes a difference and can sway my decision	53%	52%	54%	53%	58%	63%	54%	52%	54%	55%	52%	53%	54%	53%	53%		
	224	465	392	97	204	107	745	541	333	412	269	272	749	534			
This is a 'nice to have', but I can live without it being offered	24%	19%	19%	12%	13%	13%	18%	20%	18%	18%	20%	19%	20%	17%	17%		
	100	171	137	23	45	23	248	205	112	136	107	99	276	174			
This is not important to me – don't mind if not offered	4%	4%	2%	3%	2%	0%	3%	4%	3%	2%	3%	4%	3%	3%	3%		
	17	37	16	5	6	1	38	38	21	17	16	22	42	30			
This is a negative to me	0%	0%	0%	1%	1%	1%	1%	0%	1%	0%	0%	0%	0%	0%	0%		
	1	4	3	1	2	1	9	2	7	2	1	1	7	4			
NET: Important (T2B)	72%	76%	79%	84%	85%	86%	79%	76%	77%	80%	76%	76%	77%	79%	79%		
	306	680	577	154	300	146	1078	785	479	600	398	387	1065	795			
Effective Column n				a		a											
	281	582	490	144	247	103	939	661	421	518	324	337	885	709			
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145			
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 3

UK nation															Rurality					
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	27%	20%	30%	20%	21%	26%	22%	31%	25%	24%	17%	29%	23%	25%	21%	**				
	54	39	63	49	42	60	73	64	52	495	32	37	12	446	132					
										-										
This is a 'great to have' – makes a difference and can sway my decision	50%	59%	45%	47%	61%	57%	47%	54%	63%	53%	58%	51%	57%	52%	56%	**				
	99	114	93	118	122	133	153	112	131	1076	114	65	31	925	358					
										-										
This is a 'nice to have', but I can live without it being offered	20%	18%	21%	30%	12%	15%	21%	14%	12%	19%	21%	19%	19%	18%	20%	**				
	39	35	45	76	25	36	69	29	24	377	41	24	10	326	127					
				e h i						-										
This is not important to me – don't mind if not offered	3%	3%	4%	2%	5%	2%	8%	1%	1%	3%	3%	1%	2%	3%	2%	**				
	5	7	7	5	11	4	26	2	1	68	6	1	1	61	15					
										-										
This is a negative to me	0%	0%	0%	0%	0%	0%	2%	1%	0%	0%	1%	0%	0%	0%	0%	**				
	0	0	0	1	0	0	6	2	0	9	2	0	0	8	2					
										-										
NET: Important (T2B)	78%	79%	75%	67%	82%	83%	69%	84%	88%	78%	75%	80%	80%	78%	77%	**				
	152	153	156	168	165	193	226	176	183	1571	146	102	44	1371	489					
					d g	d g		d g	D G k	-										
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Free delivery by Demogrpahics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	30%	24%	22%	23%	23%	24%	22%	28%	24%	**	
	57	521	52	71	118	129	76	130	565		
This is a 'great to have' – makes a difference and can sway my decision	44%	54%	55%	55%	54%	53%	51%	53%	54%	**	
	82	1204	131	174	277	289	173	243	1269		
This is a 'nice to have', but I can live without it being offered	18%	a	19%	20%	19%	19%	22%	15%	19%	**	
	34	419	47	61	95	104	76	70	445		
This is not important to me – don't mind if not offered	7%	3%	3%	3%	3%	3%	2%	4%	3%	**	
	12	63	6	9	17	19	8	17	73		
This is a negative to me	b										
	1%	0%	0%	0%	0%	0%	2%	0%	0%	**	
	2	9	1	0	1	1	8	0	11		
NET: Important (T2B)	74%	78%	77%	78%	78%	77%	73%	81%	78%	**	
	138	1725	183	245	395	418	249	373	1834		
Effective Column n											
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	14%	15%	13%	15%	14%	12%	14%	16%	12%		
	331	108	223	100	82	65	83	186	145		
	-							b			
This is a 'great to have' -- makes a difference and can sway my decision	36%	41%	34%	38%	34%	37%	35%	36%	35%		
	863	299	565	252	205	201	206	427	436		
	-	b									
This is a 'nice to have', but I can live without it being offered	33%	26%	36%	29%	36%	35%	33%	32%	34%		
	793	189	604	194	217	188	194	370	423		
	-		A								
This is not important to me -- don't mind if not offered	15%	16%	15%	15%	15%	15%	15%	14%	17%		
	362	115	246	102	89	84	87	158	203		
	-										
This is a negative to me	2%	3%	2%	2%	2%	1%	3%	3%	2%		
	54	23	31	16	13	6	18	31	23		
	-										
NET: Important (T2B)	50%	55%	47%	53%	47%	49%	49%	52%	47%		
	1194	407	788	352	287	266	289	613	582		
	-	b						b			
Effective Column n											
	1600	200	1400	421	398	389	392	722	879		
Unweighted base	2586	323	2263	681	643	629	633	1166	1420		
Weighted base	2403	734	1669	664	606	543	589	1172	1230		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demographics Part 2

	Age					SEG								Working status	
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	14%	17%	11%	11%	9%	7%	13%	15%	14%	12%	17%	13%	16%	10%	
	60	154	84	20	32	13	179	152	85	94	87	65	228	103	
	c f												B		
This is a 'great to have' – makes a difference and can sway my decision	39%	37%	36%	31%	30%	29%	35%	37%	36%	35%	37%	36%	38%	33%	
	165	331	262	56	105	49	485	378	221	265	193	185	529	331	
													b		
This is a 'nice to have', but I can live without it being offered	30%	32%	33%	37%	39%	40%	33%	33%	34%	33%	32%	33%	31%	35%	
	125	286	245	68	137	69	455	338	210	245	169	169	433	353	
This is not important to me – don't mind if not offered	16%	13%	16%	18%	17%	16%	16%	14%	15%	16%	12%	17%	12%	19%	
	69	114	117	34	61	28	213	149	90	123	62	87	170	191	
													A		
This is a negative to me	1%	1%	3%	3%	5%	7%	3%	1%	2%	4%	2%	1%	2%	2%	
	4	6	25	6	18	13	40	14	13	27	10	4	30	24	
	b														
NET: Important (T2B)	53%	54%	47%	41%	39%	36%	48%	51%	49%	48%	54%	49%	54%	43%	
	226	485	346	76	137	61	664	530	306	359	280	250	757	434	
	d f												B		
Effective Column n															
	281	582	490	144	247	103	939	661	421	518	324	337	885	709	
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145	
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demogrpahics Part 3

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons																				
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	19%	14%	15%	13%	15%	10%	17%	9%	11%	14%	8%	22%	15%	15%	11%	**				
	38	27	31	32	29	22	56	19	24	279	16	28	8	264	67					
										-		k		b						
This is a 'great to have' – makes a difference and can sway my decision	31%	32%	35%	29%	35%	44%	37%	44%	36%	36%	35%	34%	38%	37%	34%	**				
	62	62	73	74	71	102	122	91	75	732	68	43	21	648	213					
										-										
This is a 'nice to have', but I can live without it being offered	31%	37%	35%	34%	36%	31%	26%	36%	36%	33%	32%	32%	36%	31%	39%	**				
	61	72	72	85	71	73	86	76	75	671	62	40	20	546	247					
										-				a						
This is not important to me – don't mind if not offered	17%	15%	12%	21%	12%	11%	17%	10%	15%	15%	23%	12%	9%	15%	14%	**				
	34	29	24	52	25	26	57	20	30	297	45	15	5	271	91					
										-										
This is a negative to me	1%	2%	4%	3%	2%	4%	2%	1%	2%	2%	3%	1%	2%	2%	2%	**				
	2	3	8	7	4	9	7	3	4	47	5	1	1	38	16					
										-										
NET: Important (T2B)	51%	46%	50%	42%	50%	54%	54%	53%	48%	50%	43%	56%	53%	52%	44%	**				
	100	90	103	106	100	125	178	110	99	1010	83	71	29	911	281					
										-				b						
Effective Column n																				
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Inclusion of insurance by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound		Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	21%	13%	17%	12%	15%	11%	19%		12%	14%	**
	39	292	39	37	75	60	65		56	323	
	b										
This is a 'great to have' – makes a difference and can sway my decision	39%	36%	35%	32%	36%	34%	30%		46%	36%	**
	73	790	82	101	183	184	103		211	849	
									b d e		
This is a 'nice to have', but I can live without it being offered	27%	33%	31%	36%	32%	36%	37%		27%	33%	**
	51	742	74	113	162	195	125		122	781	
This is not important to me – don't mind if not offered	11%	15%	16%	16%	15%	17%	12%		14%	15%	**
	20	341	38	51	77	91	42		64	356	
This is a negative to me	2%	2%	1%	4%	2%	2%	2%		2%	2%	**
	3	51	3	13	11	13	5		8	54	
NET: Important (T2B)	60%	49%	51%	44%	51%	45%	49%		58%	50%	**
	112	1082	122	138	257	243	168		267	1172	
	b								b d		
Effective Column n											
	131	1470	181	209	384	382	234		210	1577	22
Unweighted base	211	2375	292	338	621	617	378		340	2548	35
Weighted base	186	2216	237	315	508	542	340		460	2363	36
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demographics Part 1

Column %	Methodology			Quarter				Gender		
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me – a must have	37%	48%	32%	39%	34%	38%	38%	38%	37%	
	896	356	540	258	205	208	225	446	449	
	-	B								
This is a 'great to have' – makes a difference and can sway my decision	44%	42%	45%	44%	46%	43%	44%	43%	46%	
	1059	308	751	289	281	232	257	499	560	
	-									
This is a 'nice to have', but I can live without it being offered	16%	8%	19%	15%	18%	16%	16%	16%	15%	
	381	59	322	97	107	86	91	190	190	
	-	A								
This is not important to me – don't mind if not offered	2%	1%	3%	3%	2%	3%	2%	3%	2%	
	60	10	50	17	12	16	15	34	25	
	-									
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	7	2	6	3	2	2	1	2	5	
	-									
NET: Important (T2B)	81%	90%	77%	82%	80%	81%	82%	81%	82%	
	1955	663	1291	547	486	440	482	945	1010	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demographics Part 2

	Age				SEG												Working status											
Column %																												
Weighted counts																												
Column Comparisons																												
This is mandatory to me – a must have	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
	41%	41%	42%	37%	24%	22%	20%	37%	38%	35%	38%	38%	39%	40%	33%	33%												
	173	372	273	44	78	34	503	392	215	289	196	197	559	333														
	d F	D F	d F		-		-	-					b															
This is a 'great to have' – makes a difference and can sway my decision	41%	42%	47%	49%	48%	47%	45%	43%	48%	42%	44%	43%	43%	46%														
	175	372	342	89	170	80	614	445	298	316	228	217	595	461														
					-		-	-																				
This is a 'nice to have', but I can live without it being offered	15%	14%	13%	23%	26%	29%	16%	16%	14%	18%	16%	15%	14%	18%														
	63	127	99	42	92	50	220	160	85	135	84	76	200	178														
				b c	-	A B C	-	-																				
This is not important to me – don't mind if not offered	3%	2%	2%	3%	4%	4%	2%	3%	3%	2%	2%	4%	2%	3%														
	12	17	18	6	12	6	32	28	19	13	10	18	33	27														
					-		-	-																				
This is a negative to me	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	0%														
	1	2	2	2	2	0	3	4	2	1	4	0	4	3														
					-		-	-																				
NET: Important (T2B)	82%	84%	84%	73%	70%	67%	81%	81%	83%	80%	81%	81%	83%	79%														
	348	745	615	134	247	114	1117	838	513	604	424	414	1153	794														
	f	d F	d F		-		-	-																				
Effective Column n																												
	281	582	490	144	247	103	939	661	421	518	324	337	885	709														
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145														
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Column Comparisons	39%	41%	39%	47%	35%	32%	35%	35%	39%	38%	28%	41%	43%	39%	32%	**					
This is mandatory to me – a must have	76	79	81	117	70	75	113	73	82	766	54	52	23	690	203						
	k																				
This is a 'great to have' – makes a difference and can sway my decision	45%	41%	44%	34%	46%	49%	48%	42%	43%	44%	50%	45%	40%	43%	47%	**					
	88	80	91	84	91	113	157	88	90	883	97	58	22	761	298						
	b																				
This is a 'nice to have', but I can live without it being offered	14%	18%	16%	17%	15%	16%	14%	19%	15%	16%	17%	11%	14%	16%	16%	**					
	28	34	34	43	31	38	47	41	31	325	34	14	8	277	103						
This is not important to me – don't mind if not offered	3%	1%	1%	2%	4%	2%	2%	3%	3%	2%	5%	3%	3%	2%	4%	**					
	6	1	2	6	7	6	6	6	5	45	9	4	2	34	26						
	a																				
This is a negative to me	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	**					
	0	0	0	0	1	0	4	1	0	6	2	0	0	4	3						
NET: Important (T2B)	83%	82%	83%	81%	81%	81%	83%	77%	83%	81%	77%	86%	82%	82%	79%	**					
	163	159	173	201	161	189	270	161	172	1649	151	109	45	1451	501						
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q610b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive on time by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	37%	37%	37%	36%	34%	35%	40%	43%	37%	**	
	69	827	87	112	171	191	135	200	883		
This is a 'great to have' – makes a difference and can sway my decision	37%	45%	39%	44%	43%	43%	47%	46%	44%	**	
	68	991	94	139	220	235	160	212	1047		
This is a 'nice to have', but I can live without it being offered	20%	16%	19%	17%	20%	19%	12%	9%	16%	**	
	37	344	44	53	99	104	40	40	369		
This is not important to me – don't mind if not offered	5%	2%	5%	3%	e F	e F	2%	2%	2%	**	
	10	50	11	10	15	11	4	9	57		
This is a negative to me	b	1%	0%	0%	0%	0%	1%	0%	0%	**	
	2	5	1	0	2	2	2	0	6		
NET: Important (T2B)	74%	82%	76%	80%	77%	78%	87%	89%	82%	**	
	138	1817	181	252	391	426	295	411	1930		
Effective Column n	a		a c d						a b C D		
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	33%	42%	29%	34%	30%	36%	33%	33%	33%	
	795	306	488	227	179	197	192	391	404	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	41%	40%	42%	41%	44%	38%	43%	40%	43%	
	997	294	703	271	266	209	251	463	534	
	-									
This is a 'nice to have', but I can live without it being offered	22%	14%	25%	21%	22%	23%	20%	23%	20%	
	517	103	414	138	134	124	121	267	250	
	-	A								
This is not important to me -- don't mind if not offered	4%	4%	4%	4%	4%	2%	4%	4%	3%	
	90	30	60	27	26	13	23	49	41	
	-									
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	4	0	4	1	1	0	2	2	2	
	-									
NET: Important (T2B)	75%	82%	71%	75%	73%	75%	75%	73%	76%	
	1791	600	1191	498	445	406	442	854	937	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demograhics Part 2

	Age						SEG						Working status				
Column %																	
Weighted counts																	
Column Comparisons																	
This is mandatory to me – a must have	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
	36%	34%	35%	30%	22%	14%	34%	32%	32%	35%	31%	33%	35%	30%			
	154	307	254	55	79	24	464	330	200	264	161	170	489	302			
	F	F	F	f	-	-	-	-	-	-	-	-	b	-			
This is a 'great to have' – makes a difference and can sway my decision	40%	44%	39%	39%	42%	46%	42%	40%	44%	41%	40%	41%	42%	41%			
	169	391	287	72	150	78	582	415	274	308	207	209	577	416			
	-	-	-	-	-	a b	-	-	-	-	-	-	-	-			
This is a 'nice to have', but I can live without it being offered	20%	19%	22%	28%	30%	33%	20%	24%	19%	21%	26%	21%	20%	24%			
	83	166	162	50	106	55	275	242	118	157	137	105	277	238			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
This is not important to me – don't mind if not offered	4%	3%	4%	3%	5%	7%	4%	4%	4%	3%	3%	5%	3%	5%			
	17	24	30	6	19	13	50	40	27	24	15	25	44	46			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	1	3	0	0	0	0	1	3	0	1	2	0	3	1			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
NET: Important (T2B)	76%	78%	74%	69%	65%	60%	76%	72%	77%	76%	70%	74%	77%	72%			
	323	699	541	127	229	103	1046	746	474	572	368	378	1066	718			
	f	F	f	-	-	-	-	-	-	-	-	-	b	-			
Effective Column n	281	582	490	144	247	103	939	661	421	518	324	337	885	709			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145			
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demographics Part 3

	UK nation													Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
This is mandatory to me – a must have	35%	34%	32%	31%	24%	42%	33%	25%	42%	33%	29%	37%	31%	35%	28%	**			
	68	66	67	77	48	98	110	52	87	673	57	47	17	617	178				
										-				b					
This is a 'great to have' – makes a difference and can sway my decision	34%	45%	44%	41%	48%	37%	40%	46%	35%	41%	43%	43%	52%	40%	44%	**			
	67	86	91	102	96	87	132	96	73	830	83	55	28	714	281				
										-									
This is a 'nice to have', but I can live without it being offered	27%	18%	21%	22%	24%	18%	22%	26%	21%	22%	21%	15%	17%	21%	24%	**			
	53	36	44	55	49	41	72	53	43	447	41	19	9	366	151				
										-									
This is not important to me – don't mind if not offered	4%	3%	3%	6%	3%	3%	4%	3%	2%	3%	7%	5%	1%	4%	4%	**			
	8	6	6	15	6	6	13	6	4	70	13	6	0	67	23				
										-									
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	0	0	1	0	1	2	0	4	0	0	0	3	1				
										-									
NET: Important (T2B)	69%	78%	76%	72%	72%	80%	74%	71%	77%	74%	72%	80%	82%	75%	72%	**			
	135	152	159	179	144	185	241	147	161	1504	140	102	45	1330	459				
										-									
Effective Column n																			
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1			
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2			
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to track the delivery by Demograhics Part 4

	Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income					QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound		Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	35%	33%		30%	26%	29%	30%	36%	45%	33%	**	
	64			730	70	83	146	164	123	208	782	
	a B C D											
This is a 'great to have' – makes a difference and can sway my decision	31%	42%		44%	45%	40%	42%	42%	39%	42%	**	
	58			939	104	141	204	226	144	178	985	
	a											
This is a 'nice to have', but I can live without it being offered	28%	21%		20%	25%	27%	23%	19%	14%	21%	**	
	53			464	48	79	135	126	64	64	506	
	f F f											
This is not important to me – don't mind if not offered	4%	4%		5%	4%	4%	5%	2%	2%	4%	**	
	8			82	13	12	22	25	8	11	86	
This is a negative to me	2%	0%		1%	0%	0%	0%	0%	0%	0%	**	
	3			1	2	0	0	1	1	0	4	
	B											
NET: Important (T2B)	66%	75%		73%	71%	69%	72%	78%		84%	75%	**
	122			1669	174	224	351	390	267	386	1767	
	a											
Effective Column n	c											
	131			1470	181	209	384	382	234	210	1577	22
	b C d											
Unweighted base	211			2375	292	338	621	617	378	340	2548	35
Weighted base	186			2216	237	315	508	542	340	460	2363	36
Columns	A	B		A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	16%	20%	15%	18%	15%	15%	17%	18%	15%	
	393	146	247	120	91	80	102	213	180	
	-	b								
This is a 'great to have' -- makes a difference and can sway my decision	44%	51%	40%	40%	44%	46%	44%	43%	44%	
	1046	371	675	268	270	247	261	506	540	
	-	B								
This is a 'nice to have', but I can live without it being offered	29%	23%	31%	29%	29%	29%	28%	28%	30%	
	690	167	523	189	178	160	163	323	367	
	-	A								
This is not important to me -- don't mind if not offered	10%	6%	12%	12%	10%	10%	10%	10%	11%	
	252	45	207	80	63	52	57	119	134	
	-	A								
This is a negative to me	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	22	4	17	6	5	4	6	12	10	
	-									
NET: Important (T2B)	60%	70%	55%	58%	60%	60%	62%	61%	58%	
	1439	517	922	388	361	327	363	719	719	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me – a must have	18%	19%	17%	9%	8%	6%	16%	17%	15%	16%	18%	16%	18%	14%	
	77	167	121	16	27	11	218	175	95	123	92	82	251	142	
	d f	d f	f		-		-	-					b		
This is a 'great to have' – makes a difference and can sway my decision	45%	47%	43%	39%	34%	28%	42%	45%	43%	42%	47%	43%	47%	39%	
	192	419	316	71	119	48	582	463	268	315	244	219	651	390	
	f	F	f		-		-	-					b		
This is a 'nice to have', but I can live without it being offered	27%	27%	28%	34%	36%	38%	29%	28%	30%	28%	28%	28%	27%	31%	
	114	242	207	61	126	65	401	289	187	214	145	144	375	314	
				-			-	-							
This is not important to me – don't mind if not offered	9%	7%	11%	17%	21%	24%	11%	9%	10%	13%	7%	11%	8%	14%	
	38	59	82	31	73	42	157	95	61	96	37	58	106	142	
			b	a B		A B C	-	-		e				A	
This is a negative to me	1%	0%	1%	2%	2%	3%	1%	1%	1%	1%	1%	1%	0%	2%	
	3	4	6	3	8	5	14	8	7	7	3	5	6	15	
					-		-	-						a	
NET: Important (T2B)	63%	66%	60%	48%	41%	35%	58%	62%	59%	58%	65%	59%	65%	53%	
	269	586	438	87	146	59	801	638	363	437	337	302	902	532	
	d F	D F	d F	f	-		-	-					B		
Effective Column n	281	582	490	144	247	103	939	661	421	518	324	337	885	709	
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145	
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Column Comparisons	21%	16%		24%	14%	12%	15%	17%	12%	17%	16%	10%	25%	17%	17%	14%					
This is mandatory to me – a must have	42	30		50	35	24	34	56	25	36	333	19	32	9	305	87					
			k																		
This is a 'great to have' – makes a difference and can sway my decision	40%	43%		39%	45%	47%	40%	42%	49%	45%	43%	44%	46%	44%	44%	41%					
	79	84		82	111	93	94	139	102	93	877	86	58	24	783	262					
This is a 'nice to have', but I can live without it being offered	28%	32%		25%	30%	27%	34%	27%	27%	30%	29%	30%	21%	31%	28%	32%					
	55	62		53	75	55	79	88	57	63	587	59	27	17	488	202					
This is not important to me – don't mind if not offered	9%	10%		11%	10%	13%	11%	13%	10%	6%	10%	14%	8%	8%	10%	12%					
	18	19		22	25	25	25	41	22	13	211	27	10	4	176	76					
This is a negative to me	2%	0%		1%	1%	1%	0%	1%	1%	1%	1%	2%	0%	0%	1%	1%					
	3	0		1	3	2	0	3	3	2	17	4	1	0	14	8					
NET: Important (T2B)	61%	59%		63%	59%	59%	55%	59%	61%	62%	60%	54%	70%	61%	62%	55%					
	121	114		132	147	118	128	195	127	129	1210	105	90	34	1088	348					
Effective Column n												k			b						
	97	100		106	117	110	110	163	113	103	1019	203	209	170	1087	512					
Unweighted base	157	162		172	189	177	178	263	183	166	1647	328	337	274	1756	828					
Weighted base	197	194		208	250	200	233	327	209	208	2025	195	128	55	1766	634					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to choose an express or next day service by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	24%	16%	17%	15%	15%	16%	20%	17%	16%	**	
	45	347	41	48	74	86	67	77	387		
	b										
This is a 'great to have' – makes a difference and can sway my decision	38%	44%	36%	44%	44%	40%	48%	48%	43%	**	
	71	975	85	140	223	216	162	220	1026		
This is a 'nice to have', but I can live without it being offered	25%	29%	35%	29%	26%	34%	27%	24%	29%	**	
	46	644	82	91	134	183	92	109	681		
This is not important to me – don't mind if not offered	10%	11%	12%	11%	14%	9%	5%	11%	11%	**	
	19	234	27	35	72	49	17	52	250		
				e							
This is a negative to me	2%	1%	1%	0%	1%	2%	1%	1%	1%	**	
	5	17	2	1	5	8	2	2	20		
NET: Important (T2B)	63%	60%	53%	60%	58%	56%	67%	65%	60%	**	
	117	1322	126	187	297	302	230	297	1413		
						a d					
Effective Column n											
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	17%	18%	16%	18%	13%	15%	21%	17%	17%	
	400	133	267	118	77	80	125	194	206	
	-						b			
This is a 'great to have' -- makes a difference and can sway my decision	49%	55%	46%	48%	46%	53%	49%	49%	49%	
	1177	406	771	320	281	290	286	573	604	
	-	B								
This is a 'nice to have', but I can live without it being offered	25%	19%	28%	23%	31%	24%	22%	26%	25%	
	603	143	461	153	190	130	131	301	302	
	-		A		a c d					
This is not important to me -- don't mind if not offered	8%	7%	9%	10%	9%	8%	8%	8%	9%	
	203	50	154	64	53	41	45	97	107	
	-									
This is a negative to me	1%	0%	1%	1%	1%	0%	0%	1%	1%	
	19	3	16	9	5	3	2	8	11	
	-									
NET: Important (T2B)	66%	73%	62%	66%	59%	68%	70%	65%	66%	
	1576	538	1038	437	358	370	411	767	810	
	-	B				b	b			
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demographics Part 2

	Age					SEG					Working status				
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me -- a must have	17%	20%	16%	10%	9%	7%	16%	17%	16%	16%	17%	18%	19%	14%	
	74	176	119	19	31	12	222	178	101	121	87	91	261	138	
	f	d f	f		-		-	-					b		
This is a 'great to have' -- makes a difference and can sway my decision	46%	54%	47%	45%	44%	44%	49%	48%	52%	47%	54%	43%	51%	47%	
	195	478	346	83	157	75	678	499	322	356	282	217	706	467	
					-		-	-	f		f				
This is a 'nice to have', but I can live without it being offered	26%	21%	28%	27%	27%	28%	25%	25%	23%	27%	22%	28%	23%	27%	
	110	190	207	49	97	48	345	258	145	200	114	144	323	274	
					-		-	-							
This is not important to me -- don't mind if not offered	10%	5%	8%	17%	16%	15%	8%	9%	8%	9%	7%	11%	7%	11%	
	41	45	61	31	57	26	115	89	48	66	34	55	96	107	
	b		b	a B c	-	B c	-	-						a	
This is a negative to me	1%	0%	0%	1%	3%	6%	1%	1%	0%	1%	1%	0%	0%	2%	
	4	3	0	2	12	10	13	7	3	10	5	2	4	15	
					-	a B C	-	-						a	
NET: Important (T2B)	64%	73%	63%	55%	53%	51%	66%	66%	68%	63%	71%	61%	70%	60%	
	270	654	465	101	188	87	900	677	422	477	369	308	967	606	
	f	a C D F	f		-		-	-			f		B		
Effective Column n															
	281	582	490	144	247	103	939	661	421	518	324	337	885	709	
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145	
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	18%	20%	24%	14%	15%	11%	18%	14%	18%	17%	10%	21%	16%	18%	14%	**					
	36	40	51	34	31	27	60	29	38	344	20	27	9	311	89						
			k							-		k									
This is a 'great to have' – makes a difference and can sway my decision	51%	52%	50%	44%	46%	43%	51%	51%	53%	49%	50%	47%	51%	51%	44%	**					
	101	101	105	110	92	99	166	107	111	992	97	61	28	893	282						
										-			b								
This is a 'nice to have', but I can live without it being offered	24%	18%	20%	27%	30%	33%	21%	29%	21%	25%	29%	25%	28%	23%	30%	**					
	47	35	41	67	61	76	69	60	45	500	56	32	15	411	192						
										-				a							
This is not important to me – don't mind if not offered	6%	9%	4%	15%	8%	12%	9%	5%	7%	9%	11%	5%	4%	8%	9%	**					
	12	17	9	37	16	28	30	10	14	172	22	7	2	144	60						
										-											
This is a negative to me	1%	1%	1%	1%	0%	1%	1%	2%	0%	1%	1%	0%	1%	0%	2%	**					
	1	2	3	2	0	3	3	3	1	17	1	0	0	8	11						
										-				a							
NET: Important (T2B)	69%	72%	75%	58%	62%	54%	69%	65%	71%	66%	60%	69%	67%	68%	58%	**					
	136	141	156	144	123	126	225	136	148	1335	116	88	37	1204	370						
			f							-				B							
Effective Column n																					
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select a specific date/time for delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	24%	16%	17%	15%	15%	16%	21%	17%	17%	**	
	45	355	41	48	74	88	70	79	395		
	b										
This is a 'great to have' – makes a difference and can sway my decision	45%	49%	42%	48%	47%	47%	52%	56%	49%	**	
	84	1093	99	151	236	257	176	256	1158		
This is a 'nice to have', but I can live without it being offered	19%	26%	32%	25%	27%	26%	23%	21%	25%	**	
	36	568	75	78	135	140	80	95	592		
This is not important to me – don't mind if not offered	9%	8%	8%	12%	11%	9%	4%	7%	8%	**	
	16	187	20	36	54	50	13	30	198		
				e	e						
This is a negative to me	3%	1%	1%	1%	2%	1%	0%	0%	1%	**	
	6	13	2	2	9	6	1	0	19		
	b										
NET: Important (T2B)	69%	65%	59%	63%	61%	64%	72%	73%	66%	**	
	129	1448	140	199	310	346	247	335	1554		
						a c	a c				
Effective Column n											
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	26%	28%	25%	27%	23%	26%	27%	28%	24%	
	623	207	416	181	142	139	161	330	293	
	-							b		
This is a 'great to have' -- makes a difference and can sway my decision	48%	51%	47%	45%	47%	50%	49%	46%	50%	
	1148	371	777	297	288	272	291	534	614	
	-									
This is a 'nice to have', but I can live without it being offered	22%	18%	24%	24%	24%	20%	19%	22%	22%	
	528	132	395	157	147	110	114	260	268	
	-		a							
This is not important to me -- don't mind if not offered	4%	3%	4%	3%	5%	4%	3%	3%	4%	
	93	21	72	23	29	21	19	39	54	
	-									
This is a negative to me	0%	0%	1%	1%	0%	0%	1%	1%	0%	
	11	3	8	5	1	2	4	9	2	
	-									
NET: Important (T2B)	74%	79%	72%	72%	71%	76%	77%	74%	74%	
	1771	578	1193	479	430	411	452	864	907	
	-	b								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 2

Column % Weighted counts Column Comparisons	Age					SEG							Working status		
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
This is mandatory to me -- a must have	29%	29%	27%	13%	14%	15%	24%	29%	22%	25%	29%	29%	29%	22%	
	123	256	196	23	48	25	326	297	135	191	151	146	398	223	
	D f	D f	d f		-		-	-					b		
This is a 'great to have' -- makes a difference and can sway my decision	45%	50%	48%	51%	46%	39%	50%	44%	52%	49%	42%	47%	48%	47%	
	191	445	351	94	161	67	690	458	319	371	218	240	669	476	
This is a 'nice to have', but I can live without it being offered	22%	19%	21%	29%	32%	35%	22%	23%	22%	21%	25%	20%	20%	24%	
	95	166	153	53	113	60	295	232	138	157	132	100	277	246	
			b		-	a B c	-	-					a		
This is not important to me -- don't mind if not offered	3%	2%	5%	6%	8%	10%	4%	4%	4%	4%	3%	4%	3%	5%	
	12	19	34	10	28	17	55	38	23	32	16	22	39	53	
					-	a B	-	-					a		
This is a negative to me	1%	1%	0%	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	0%	
	2	5	0	3	3	1	6	5	4	3	5	0	6	5	
NET: Important (T2B)	74%	79%	75%	64%	59%	54%	74%	73%	73%	75%	71%	76%	77%	70%	
	315	700	547	117	209	92	1016	756	454	562	369	386	1067	699	
	d F	D F	d F		-		-	-					b		
Effective Column n	281	582	490	144	247	103	939	661	421	518	324	337	885	709	
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145	
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons																					
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
	31%	30%	29%	28%	21%	27%	26%	22%	25%	26%	17%	31%	25%	28%	21%	**					
	61	59	60	70	42	62	86	46	51	537	33	39	14	490	132						
										-		k		b							
This is a 'great to have' – makes a difference and can sway my decision	43%	44%	48%	37%	52%	48%	49%	50%	53%	47%	54%	48%	55%	47%	51%	**					
	84	85	100	93	104	111	159	105	109	951	106	61	30	823	323						
										-											
This is a 'nice to have', but I can live without it being offered	20%	22%	17%	31%	23%	20%	20%	26%	19%	22%	22%	19%	17%	22%	23%	**					
	40	43	36	78	47	46	67	54	40	451	43	25	9	382	145						
										-											
This is not important to me – don't mind if not offered	6%	3%	5%	2%	4%	5%	4%	2%	3%	4%	6%	2%	2%	4%	5%	**					
	11	6	11	6	7	12	13	4	7	78	12	2	1	62	30						
										-											
This is a negative to me	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%	1%	1%	0%	0%	0%	**					
	0	1	1	3	0	1	2	1	0	9	1	1	0	9	3						
										-											
NET: Important (T2B)	74%	74%	77%	65%	73%	75%	75%	72%	77%	73%	71%	78%	81%	74%	72%	**					
	145	144	160	163	146	173	245	150	161	1488	139	100	44	1313	456						
										-											
Effective Column n																					
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Fast delivery by Demogrpahics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	28%	26%	28%	27%	23%	25%	31%	25%	25%	26% **	
	53	571	65	84	117	137	107	113	610		
This is a 'great to have' – makes a difference and can sway my decision	45%	48%	44%	45%	47%	43%	50%	57%	48%	**	
	84	1063	104	142	240	231	169	262	1139		
This is a 'nice to have', but I can live without it being offered	19%	22%	23%	25%	26%	25%	17%	d	b	22% **	
	36	492	54	79	130	136	57	72	514		
This is not important to me – don't mind if not offered	5%	4%	5%	3%	e f	f	6%	2%	3%	4% **	
	10	83	13	10	20	30	8	12	89		
This is a negative to me	2%	0%	0%	0%	0%	1%	0%	0%	0%	0% **	
	4	7	0	1	1	8	1	0	11		
NET: Important (T2B)	b	73%	74%	72%	72%	70%	68%	81%	82%	74% **	
	137	1634	170	225	357	368	275	376	1749		
Effective Column n									c d	b c D	
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	28%	36%	24%	29%	25%	28%	30%	27%	29%	
	670	265	405	196	149	151	174	313	356	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	51%	53%	50%	50%	54%	48%	53%	51%	51%	
	1229	387	842	329	330	260	310	599	630	
	-									
This is a 'nice to have', but I can live without it being offered	17%	8%	21%	18%	17%	20%	14%	19%	16%	
	417	60	358	120	106	110	81	218	199	
	-	A								
This is not important to me -- don't mind if not offered	3%	3%	3%	3%	3%	4%	4%	3%	3%	
	79	23	56	17	20	21	21	39	41	
	-									
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	8	0	8	2	2	1	2	3	5	
	-									
NET: Important (T2B)	79%	89%	75%	79%	79%	76%	82%	78%	80%	
	1898	651	1247	524	479	411	484	912	986	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrphics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have																
	29%	31%	29%	18%	18%	17%	28%	27%	28%	28%	31%	24%	31%	24%		
	122	273	212	34	63	29	387	283	172	215	160	123	431	237		
	df	df	df		-		-	-					b			
This is a 'great to have' – makes a difference and can sway my decision	49%	52%	52%	55%	51%	46%	51%	52%	52%	50%	49%	54%	51%	52%		
	209	460	380	101	180	79	695	534	320	375	258	276	703	518		
					-		-	-								
This is a 'nice to have', but I can live without it being offered	17%	15%	15%	23%	27%	31%	17%	17%	16%	19%	17%	18%	15%	20%		
	74	136	113	42	94	53	239	179	97	142	86	92	213	203		
				-	-	a B C	-	-					a			
This is not important to me – don't mind if not offered	4%	2%	4%	4%	4%	5%	4%	3%	5%	3%	3%	3%	3%	4%		
	19	17	28	7	15	8	49	30	29	20	14	16	37	42		
				-	-		-	-								
This is a negative to me	0%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	0%	0%		
	1	5	0	0	2	2	2	5	0	2	4	2	5	2		
					-		-	-								
NET: Important (T2B)	78%	82%	81%	73%	69%	63%	79%	79%	80%	78%	80%	78%	82%	75%		
	331	733	592	134	243	108	1082	816	493	589	418	398	1135	756		
	f	F	F		-		-	-					b			
Effective Column n																
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrphics Part 3

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	30%	31%	30%	30%	26%	34%	23%	24%	30%	28%	18%	38%	25%	28%	26%	**					
	59	60	63	74	52	k	79	75	50	62	573	34	49	14	503	166					
This is a 'great to have' – makes a difference and can sway my decision	51%	52%	50%	51%	50%	40%	56%	53%	52%	51%	57%	45%	57%	51%	51%	**					
	100	101	104	128	99	92	185	111	108	1028	111	58	32	905	321						
This is a 'nice to have', but I can live without it being offered	18%	17%	17%	15%	19%	21%	15%	20%	17%	17%	20%	14%	17%	17%	20%	**					
	34	33	34	37	37	49	50	41	35	350	39	18	9	293	124						
This is not important to me – don't mind if not offered	2%	0%	3%	4%	6%	5%	4%	3%	1%	3%	5%	2%	1%	3%	3%	**					
	4	1	6	11	11	11	14	5	3	66	9	3	0	59	20						
This is a negative to me	0%	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**					
	0	0	1	0	0	1	4	1	0	7	1	0	0	6	2						
NET: Important (T2B)	81%	83%	80%	81%	76%	74%	79%	77%	82%	79%	75%	83%	82%	80%	77%	**					
	158	160	167	202	151	171	259	161	170	1601	145	106	45	1409	487						
Effective Column n																					
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Convenient options for me to accept the delivery by Demogrphics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	24%	28%	22%	25%	27%	26%	28%	36%	28%	**
	44	625	53	77	139	142	94	165	664	
This is a 'great to have' – makes a difference and can sway my decision	43%	52%	50%	51%	47%	53%	58%	49%	51%	**
	81	1148	117	161	239	287	198	225	1211	
This is a 'nice to have', but I can live without it being offered	22%	17%	24%	19%	22%	17%	11%	12%	17%	**
	40	377	58	60	110	93	39	57	404	
			e f		e f					
This is not important to me – don't mind if not offered	9%	3%	4%	5%	3%	3%	3%	3%	3%	**
	17	63	9	16	17	16	9	13	77	
	B									
This is a negative to me	2%	0%	0%	0%	1%	1%	0%	0%	0%	**
	4	3	0	0	3	4	1	0	7	
	B									
NET: Important (T2B)	67%	80%	72%	76%	74%	79%	86%	85%	79%	**
	125	1773	170	238	378	430	292	390	1875	
		A				a b c	a c	b		
Effective Column n	131	1470	181	209	384	382	234	210	1577	22
Unweighted base	211	2375	292	338	621	617	378	340	2548	35
Weighted base	186	2216	237	315	508	542	340	460	2363	36
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	64%	75%	59%	64%	63%	64%	65%	62%	65%	
	1536	548	988	424	382	346	384	732	804	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	26%	20%	28%	25%	27%	27%	25%	26%	26%	
	623	148	475	167	163	147	147	306	317	
	-		A							
This is a 'nice to have', but I can live without it being offered	9%	5%	10%	10%	9%	7%	9%	10%	8%	
	208	35	173	64	55	38	51	115	93	
	-		A							
This is not important to me -- don't mind if not offered	1%	0%	2%	1%	1%	2%	1%	1%	1%	
	31	3	28	8	5	11	6	17	14	
	-		a							
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	5	0	5	2	1	1	0	1	3	
	-									
NET: Important (T2B)	90%	95%	88%	89%	90%	91%	90%	89%	91%	
	2159	695	1464	590	545	493	531	1038	1121	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 2

	Age					SEG										Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE		AB	C1	C2	DE	Working	Not working			
This is mandatory to me – a must have	64%	63%	67%	59%	59%	60%	66%	62%	63%	389	68%	513	61%	63%	63%	65%		
	270	565	490	108	210	102	902	634	389	513	316	318	880	651				
					-		-											
This is a 'great to have' – makes a difference and can sway my decision	23%	26%	25%	31%	30%	29%	26%	26%	27%	25%	27%	26%	27%	25%				
	97	235	184	56	106	50	354	269	166	188	138	131	373	247				
					-		-											
This is a 'nice to have', but I can live without it being offered	11%	9%	7%	9%	10%	11%	7%	11%	8%	6%	11%	10%	8%	9%				
	47	76	51	16	35	18	97	111	52	46	58	52	117	89				
					-		-				d							
This is not important to me – don't mind if not offered	2%	2%	1%	0%	0%	0%	1%	1%	2%	1%	2%	1%	1%	1%				
	8	14	8	0	1	1	16	15	10	6	8	7	19	12				
					-		-											
This is a negative to me	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
	1	1	0	2	2	0	3	1	2	1	1	0	1	3				
					-		-											
NET: Important (T2B)	87%	90%	92%	90%	89%	89%	91%	88%	90%	93%	87%	88%	90%	90%				
	368	801	674	165	316	151	1255	904	555	701	455	449	1253	899				
					-		-				e							
Effective Column n																		
	281	582	490	144	247	103	939	661	421	518	324	337	885	709				
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145				
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 3

	UK nation													Rurality					
Column %																			
Column Comparisons																			
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
This is mandatory to me – a must have	70%	70%	66%	71%	57%	64%	53%	65%	66%	64%	60%	68%	66%	65%	61%	**			
	137	136	138	176	113	149	173	136	136	1296	117	87	36	1149	385				
										-									
This is a 'great to have' – makes a difference and can sway my decision	20%	21%	22%	19%	32%	26%	32%	22%	28%	25%	33%	26%	28%	24%	30%	**			
	40	40	46	49	64	60	106	45	59	509	65	33	15	433	190				
										-					a				
This is a 'nice to have', but I can live without it being offered	9%	8%	10%	8%	10%	10%	11%	11%	6%	9%	6%	6%	6%	9%	8%	**			
	17	16	20	21	19	23	35	24	12	186	11	7	3	157	51				
										-									
This is not important to me – don't mind if not offered	1%	1%	2%	2%	1%	0%	3%	1%	1%	1%	1%	0%	0%	1%	1%	**			
	2	2	4	4	2	1	11	2	1	29	1	1	0	24	7				
										-									
This is a negative to me	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	**			
	0	0	0	0	1	0	2	1	0	4	1	0	0	4	1				
										-									
NET: Important (T2B)	90%	91%	89%	90%	89%	90%	85%	87%	94%	89%	93%	94%	94%	90%	91%	**			
	177	176	185	225	178	209	279	182	195	1806	182	120	52	1581	575				
										-									
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1			
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2			
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q610b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guarantee that the parcel will arrive intact by Demogrpahics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	50%	65%	59%	61%	62%	61%	69%	71%	64%	**
	93	1443	140	193	314	328	234	326	1523	
	A								b	
This is a 'great to have' – makes a difference and can sway my decision	27%	26%	27%	26%	27%	28%	23%	24%	26%	**
	51	572	65	82	138	150	77	111	608	
This is a 'nice to have', but I can live without it being offered	17%	8%	11%	11%	10%	10%	6%	4%	9%	**
	31	177	27	34	49	57	22	20	202	
	B									
This is not important to me – don't mind if not offered	6%	1%	2%	2%	1%	1%	1%	1%	1%	**
	11	20	5	6	6	7	4	3	25	
	B									
This is a negative to me	0%	0%	0%	0%	0%	0%	1%	0%	0%	**
	1	4	1	0	1	0	3	0	5	
NET: Important (T2B)	77%	91%	87%	87%	89%	88%	91%	95%	90%	**
	144	2015	205	275	452	479	311	437	2131	
	A								a b c d	
Effective Column n									b	
	131	1470	181	209	384	382	234	210	1577	22
Unweighted base	211	2375	292	338	621	617	378	340	2548	35
Weighted base	186	2216	237	315	508	542	340	460	2363	36
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
This is mandatory to me -- a must have	14%	17%	13%	15%	13%	14%	13%	14%	13%		
	331	122	209	100	77	75	79	169	162		
	-	b									
This is a 'great to have' -- makes a difference and can sway my decision	39%	42%	38%	38%	39%	40%	40%	39%	39%		
	940	311	629	250	239	217	234	458	482		
	-										
This is a 'nice to have', but I can live without it being offered	30%	26%	32%	29%	28%	31%	32%	31%	29%		
	720	193	527	190	173	168	189	362	358		
	-	a									
This is not important to me -- don't mind if not offered	16%	14%	17%	17%	18%	14%	14%	14%	17%		
	378	102	276	115	107	76	80	169	209		
	-										
This is a negative to me	1%	1%	2%	1%	2%	1%	1%	1%	2%		
	33	5	28	9	10	6	7	13	19		
	-										
NET: Important (T2B)	53%	59%	50%	53%	52%	54%	53%	54%	52%		
	1271	433	838	350	317	292	313	628	644		
	-	b									
Effective Column n											
	1600	200	1400	421	398	389	392	722	879		
Unweighted base	2586	323	2263	681	643	629	633	1166	1420		
Weighted base	2403	734	1669	664	606	543	589	1172	1230		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demogrpahics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status	
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
This is mandatory to me -- a must have	16%	16%	14%	7%	5%	2%	14%	14%	14%	14%	13%	13%	14%	11%
	70	144	102	13	16	3	190	141	84	107	68	73	226	105
	d F	d F	F		-		-	-					b	
This is a 'great to have' -- makes a difference and can sway my decision	40%	46%	38%	25%	24%	23%	40%	38%	42%	39%	42%	33%	45%	31%
	168	409	278	46	86	39	553	387	263	290	219	168	620	315
	d f	c D F	d f		-		-	-	f		f		B	
This is a 'nice to have', but I can live without it being offered	29%	29%	30%	39%	35%	30%	28%	33%	26%	30%	31%	35%	28%	33%
	125	256	217	71	122	51	382	338	159	223	161	177	389	330
				-	-		-	-				c		a
This is not important to me -- don't mind if not offered	13%	9%	18%	28%	31%	34%	16%	15%	17%	15%	13%	17%	11%	23%
	55	81	133	52	109	58	223	156	108	115	69	86	147	227
			B	A B c	-	A B C	-	-						A
This is a negative to me	2%	0%	0%	1%	6%	12%	2%	1%	1%	3%	1%	1%	1%	3%
	6	2	3	1	21	20	24	9	5	19	4	5	7	25
				-	-	A B C D	-	-						A
NET: Important (T2B)	56%	62%	52%	32%	29%	25%	54%	51%	56%	53%	55%	47%	61%	42%
	237	552	380	59	102	42	744	528	347	397	287	240	846	421
	D F	c D F	D F		-		-	-					B	
Effective Column n														
	281	582	490	144	247	103	939	661	421	518	324	337	885	709
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	17%	17%	18%	15%	14%	13%	13%	11%	11%	14%	8%	15%	14%	15%	10%	**				
	34	34	39	37	27	30	41	23	23	289	15	20	8	267	64					
										-				b						
This is a 'great to have' – makes a difference and can sway my decision	34%	48%	39%	29%	34%	30%	45%	44%	47%	39%	37%	41%	46%	40%	36%	**				
	66	93	82	72	69	71	147	92	98	790	73	52	25	713	225					
										-										
This is a 'nice to have', but I can live without it being offered	32%	23%	26%	37%	33%	37%	25%	31%	25%	30%	29%	32%	28%	30%	31%	**				
	63	46	54	92	66	87	82	64	53	607	57	41	15	523	197					
										-										
This is not important to me – don't mind if not offered	15%	11%	14%	18%	18%	18%	16%	11%	15%	15%	25%	11%	11%	14%	21%	**				
	30	21	29	45	37	41	52	24	32	310	48	14	6	245	133					
										-	b h l			A						
This is a negative to me	2%	1%	2%	1%	0%	2%	2%	2%	1%	1%	1%	1%	1%	1%	2%	**				
	3	1	5	3	1	4	5	5	3	29	2	1	0	19	14					
										-										
NET: Important (T2B)	51%	65%	58%	44%	48%	44%	58%	56%	58%	53%	45%	56%	60%	55%	46%	**				
	100	127	120	110	96	101	188	116	120	1079	88	72	33	980	289					
		d f k								-				B						
Effective Column n																				
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to select an evening/weekend delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	16%	14%	16%	10%	13%	12%	15%	17%	14%	**	
	30	301	38	31	67	66	52	77	326		
This is a 'great to have' – makes a difference and can sway my decision	37%	39%	32%	38%	35%	42%	46%	40%	39%	**	
	68	872	75	120	177	226	158	184	927		
This is a 'nice to have', but I can live without it being offered	31%	30%	37%	28%	32%	32%	26%	27%	30%	**	
	57	663	87	88	163	171	88	123	706		
This is not important to me – don't mind if not offered	15%	16%	14%	22%	17%	13%	12%	16%	16%	**	
	29	350	34	69	88	73	41	73	373		
This is a negative to me	1%	1%	1%	2%	3%	1%	1%	1%	1%	**	
	3	30	2	7	13	6	2	3	31		
NET: Important (T2B)	53%	53%	48%	48%	48%	54%	62%	57%	53%	**	
	98	1173	113	151	244	292	210	261	1253		
Effective Column n	a b c										
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispat by Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	34%	42%	31%	37%	33%	35%	32%	33%	36%	
	826	307	519	247	201	188	190	388	437	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	41%	41%	40%	38%	38%	41%	46%	38%	43%	
	980	304	676	252	233	225	270	448	531	
	-								a	
This is a 'nice to have', but I can live without it being offered	20%	12%	24%	20%	22%	21%	17%	23%	17%	
	485	86	398	134	135	112	103	270	215	
	-		A					b		
This is not important to me -- don't mind if not offered	4%	5%	4%	4%	6%	3%	4%	5%	3%	
	98	33	64	25	34	17	21	56	42	
	-									
This is a negative to me	1%	0%	1%	1%	1%	0%	1%	1%	0%	
	15	3	12	5	3	1	6	10	5	
	-									
NET: Important (T2B)	75%	83%	72%	75%	72%	76%	78%	71%	79%	
	1805	610	1195	499	434	413	460	836	969	
	-	B							A	
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatch Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	40%	35%	34%	29%	26%	22%	33%	36%	31%	35%	37%	36%	36%	32%		
	168	316	250	54	92	38	454	372	189	265	191	181	506	319		
	f	f			-		-	-								
This is a 'great to have' – makes a difference and can sway my decision	37%	44%	39%	39%	40%	41%	41%	41%	43%	38%	39%	43%	41%	40%		
	155	396	287	71	142	71	557	423	268	289	205	217	572	400		
					-		-	-								
This is a 'nice to have', but I can live without it being offered	21%	17%	21%	25%	27%	29%	21%	19%	20%	22%	20%	17%	18%	23%		
	87	150	151	46	96	50	290	194	127	163	107	88	255	227		
					-	b	-	-						a		
This is not important to me – don't mind if not offered	2%	3%	6%	6%	6%	7%	5%	3%	5%	4%	3%	4%	3%	5%		
	10	25	40	10	22	12	65	33	33	31	14	19	46	51		
					-		-	-								
This is a negative to me	1%	1%	1%	1%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%		
	3	5	5	2	2	0	7	8	2	5	5	3	10	5		
					-		-	-								
NET: Important (T2B)	76%	80%	73%	68%	66%	64%	74%	77%	74%	74%	76%	78%	78%	72%		
	323	712	536	125	234	109	1011	794	457	554	396	398	1079	719		
	f	c d F			-		-	-					b			
Effective Column n																
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatby Demograhics Part 3

Column %	UK nation														Rurality					
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Column Comparisons																				
This is mandatory to me – a must have	39%	46%	38%	31%	28%	40%	33%	27%	35%	35%	27%	36%	41%	35%	33%	**				
	77	88	78	78	55	93	108	56	72	706	52	45	23	618	207					
	h k																			
This is a 'great to have' – makes a difference and can sway my decision	35%	35%	42%	37%	46%	38%	40%	46%	47%	41%	44%	41%	40%	41%	40%	**				
	68	68	87	93	91	89	131	96	98	821	85	52	22	727	251					
	-																			
This is a 'nice to have', but I can live without it being offered	20%	18%	15%	26%	24%	18%	20%	24%	15%	20%	21%	20%	16%	19%	23%	**				
	40	35	31	66	47	42	67	50	31	409	41	26	9	339	146					
	-																			
This is not important to me – don't mind if not offered	5%	2%	5%	5%	3%	2%	5%	3%	3%	4%	9%	3%	2%	4%	4%	**				
	9	3	11	11	6	5	17	6	6	76	17	4	1	71	27					
	-																			
This is a negative to me	1%	0%	0%	0%	0%	1%	2%	0%	0%	1%	0%	0%	0%	1%	1%	**				
	2	0	1	1	0	3	5	1	1	14	0	0	0	12	3					
	-																			
NET: Important (T2B)	74%	80%	80%	69%	73%	78%	73%	73%	81%	75%	70%	77%	81%	76%	72%	**				
	145	156	166	171	146	182	239	151	169	1526	137	98	45	1345	458					
	-																			
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
	-																			
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof of postage/dispatchby Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	33%	34%	37%	27%	34%	31%	32%	44%	35%	**	
	62	764	87	83	174	167	110		203	817	
								b d			
This is a 'great to have' – makes a difference and can sway my decision	41%	41%	37%	45%	40%	40%	41%	41%	41%	**	
	76	903	87	141	203	220	140		190	968	
This is a 'nice to have', but I can live without it being offered	20%	20%	23%	22%	21%	24%	22%	11%	20%	**	
	37	448	54	69	106	130	75		50	471	
			f	f	f	F	f				
This is not important to me – don't mind if not offered	5%	4%	3%	5%	4%	4%	3%	4%	4%	**	
	9	88	7	16	22	24	12		17	93	
This is a negative to me	1%	1%	1%	1%	0%	0%	1%	0%	1%	**	
	3	13	2	5	2	2	4		1	14	
NET: Important (T2B)	74%	75%	73%	71%	74%	71%	73%	85%	76%	**	
	138	1667	174	225	377	387	250		393	1785	
								a b c D e	b		
Effective Column n											
	131	1470	181	209	384	382	234		210	1577	
Unweighted base	211	2375	292	338	621	617	378		340	2548	
Weighted base	186	2216	237	315	508	542	340		460	2363	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	47%	51%	45%	48%	44%	48%	46%	44%	49%	
	1122	374	748	317	269	263	273	519	604	
	-	b								
This is a 'great to have' -- makes a difference and can sway my decision	39%	39%	39%	36%	41%	38%	40%	39%	38%	
	930	287	643	239	247	207	237	460	470	
	-									
This is a 'nice to have', but I can live without it being offered	12%	8%	14%	13%	13%	11%	11%	13%	11%	
	285	58	228	85	76	59	65	152	133	
	-	a								
This is not important to me -- don't mind if not offered	2%	2%	3%	3%	2%	3%	2%	3%	2%	
	58	15	43	21	11	14	12	36	22	
	-									
This is a negative to me	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	7	0	7	1	3	0	2	5	2	
	-									
NET: Important (T2B)	85%	90%	83%	84%	85%	87%	87%	84%	87%	
	2052	661	1391	556	516	471	510	979	1073	
	-	B							a	
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	49%	45%	50%	38%	41%	44%	45%	48%	44%	46%	45%	52%	45%	50%		
	208	401	368	70	145	75	624	499	273	350	235	263	619	503		
															a	
This is a 'great to have' – makes a difference and can sway my decision	35%	40%	37%	49%	44%	39%	40%	37%	43%	38%	40%	34%	39%	38%		
	150	354	269	90	157	66	549	381	264	285	207	174	542	384		
This is a 'nice to have', but I can live without it being offered	12%	12%	11%	10%	12%	15%	12%	12%	11%	12%	13%	11%	13%	9%		
	51	111	80	18	43	25	162	123	69	94	65	57	186	93		
															b	
This is not important to me – don't mind if not offered	3%	2%	2%	2%	2%	2%	3%	2%	2%	3%	2%	3%	3%	2%		
	11	21	17	5	9	4	35	23	12	23	9	14	37	21		
This is a negative to me	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%		
	3	4	0	0	0	0	2	5	0	1	5	0	5	2		
NET: Important (T2B)	85%	85%	87%	88%	85%	83%	85%	85%	87%	84%	85%	86%	84%	88%		
	359	755	636	160	302	142	1173	879	538	635	443	437	1161	887		
															a	
Effective Column n																
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	46%	51%	53%	50%	44%	39%	44%	41%	48%	46%	44%	57%	57%	48%	42%	**				
	90	99	110	125	88	92	142	85	101	932	86	73	31	853	268					
										-				b						
This is a 'great to have' – makes a difference and can sway my decision	41%	37%	36%	34%	41%	41%	40%	38%	44%	39%	42%	30%	34%	38%	41%	**				
	80	71	74	86	82	95	131	79	92	791	81	39	19	666	262					
										-										
This is a 'nice to have', but I can live without it being offered	10%	11%	10%	14%	12%	17%	11%	18%	6%	12%	12%	10%	7%	11%	14%	**				
	20	21	20	35	24	40	35	38	12	245	24	12	4	196	89					
										-										
This is not important to me – don't mind if not offered	3%	2%	2%	2%	2%	3%	4%	3%	1%	3%	2%	2%	2%	3%	2%	**				
	6	3	3	4	5	6	14	5	3	51	4	3	1	45	13					
										-										
This is a negative to me	0%	0%	0%	0%	0%	0%	1%	0%	0%	0%	0%	1%	0%	0%	0%	**				
	0	0	0	0	1	0	5	1	0	6	0	1	0	6	1					
										-										
NET: Important (T2B)	87%	88%	89%	84%	85%	80%	83%	79%	93%	85%	86%	88%	91%	86%	84%	**				
	170	170	185	211	170	187	273	165	193	1723	167	112	50	1520	530					
										-										
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Guaranteed delivery to my door by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have		46%	47%	49%	46%	48%	45%	46%	47%	47%	**
		86	1036	116	143	246	242	157	218	1111	
This is a 'great to have' – makes a difference and can sway my decision		28%	40%	33%	39%	38%	38%	43%	40%	39%	**
		53	877	79	124	192	204	147	184	916	
This is a 'nice to have', but I can live without it being offered		19%	a	11%	14%	12%	15%	9%	9%	12%	**
		35		250	32	38	59	80	31	43	276
This is not important to me – don't mind if not offered		b									
		4%	2%	3%	3%	2%	3%	1%	3%	2%	**
		7	51	8	10	11	14	2	14	55	
This is a negative to me		3%	0%	1%	0%	0%	0%	1%	0%	0%	**
		5	2	1	0	0	2	3	0	6	
NET: Important (T2B)		B									
		74%	86%	82%	85%	86%	82%	89%	87%	86%	**
		139	1913	195	267	437	446	304	402	2027	
Effective Column n		A								b	
		131	1470	181	209	384	382	234	210	1577	22
Unweighted base		211	2375	292	338	621	617	378	340	2548	35
Weighted base		186	2216	237	315	508	542	340	460	2363	36
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	22%	28%	20%	23%	21%	21%	24%	23%	22%	
	536	205	331	155	128	114	139	268	268	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	44%	46%	44%	43%	45%	42%	47%	43%	46%	
	1068	339	730	288	270	231	279	506	562	
	-									
This is a 'nice to have', but I can live without it being offered	22%	15%	25%	22%	23%	24%	19%	23%	21%	
	530	113	418	147	140	129	114	268	263	
	-		A							
This is not important to me -- don't mind if not offered	8%	9%	8%	7%	8%	10%	7%	8%	8%	
	191	63	128	49	47	53	42	94	96	
	-									
This is a negative to me	3%	2%	4%	4%	3%	3%	3%	3%	3%	
	77	15	63	25	21	17	15	36	41	
	-									
NET: Important (T2B)	67%	74%	64%	67%	66%	64%	71%	66%	67%	
	1604	543	1061	443	398	345	418	774	830	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demographics Part 2

	Age										SEG					Working status						
Column %																						
Weighted counts																						
Column Comparisons																						
This is mandatory to me – a must have	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE		AB	C1	C2	DE	Working	Not working	
	27%		23%		23%		13%		12%		11%		23%	321		21%	22%	24%	23%	19%	24%	20%
	115		207		171		24		42		18		321	214		138	183	118	97	332	203	
	d F		d f		d f				-				-	-								
This is a 'great to have' – makes a difference and can sway my decision	42%		48%		44%		41%		41%		41%		45%	44%		45%	44%	44%	44%	49%	39%	
	177		425		321		75		145		71		615	453		279	336	229	224	675	390	
									-				-	-						B		
This is a 'nice to have', but I can live without it being offered	21%		22%		22%		27%		25%		22%		20%	25%		21%	19%	24%	26%	20%	25%	
	88		194		161		50		88		38		274	256		129	146	124	132	273	255	
													-	-							a	
This is not important to me – don't mind if not offered	8%		6%		8%		13%		13%		13%		8%	8%		8%	8%	7%	9%	7%	9%	
	33		51		61		24		46		22		113	78		51	62	35	43	92	95	
							b		-		b		-	-							a	
This is a negative to me	3%		2%		3%		6%		9%		13%		4%	3%		4%	4%	3%	2%	1%	6%	
	11		14		20		11		33		22		49	28		22	27	16	13	18	60	
							b		-		A B C		-	-							A	
NET: Important (T2B)	69%		71%		67%		54%		53%		52%		68%	65%		67%	69%	67%	63%	72%	59%	
	292		633		492		99		187		89		936	668		417	520	347	321	1007	593	
	d f		D F		d f				-				-	-						B		
Effective Column n																						
	281		582		490		144		247		103		939	661		421	518	324	337	885	709	
Unweighted base	454		941		792		232		399		167		1517	1069		680	837	524	545	1431	1145	
Weighted base	424		891		733		183		354		171		1372	1030		619	754	522	508	1390	1003	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demographics Part 3

Column %	UK nation														Rurality					
Weighted counts	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Column Comparisons	21%	23%	25%	22%	19%	31%	24%	19%	16%	23%	17%	29%	18%	23%	20%	**				
This is mandatory to me – a must have	42	45	52	56	38	72	78	40	34	456	33	37	10	409	125					
This is a 'great to have' – makes a difference and can sway my decision	47%	52%	43%	35%	42%	41%	50%	40%	51%	45%	43%	40%	54%	46%	41%	**				
	93	100	90	88	84	94	163	84	107	904	83	52	30	810	258					
This is a 'nice to have', but I can live without it being offered	21%	16%	22%	24%	28%	21%	18%	28%	20%	22%	25%	19%	21%	21%	24%	**				
	42	31	46	61	55	49	60	59	42	445	49	25	12	376	154					
This is not important to me – don't mind if not offered	8%	8%	5%	13%	10%	5%	5%	8%	8%	8%	12%	8%	4%	7%	10%	**				
	15	16	10	33	21	11	16	16	17	156	23	10	2	130	61					
This is a negative to me	2%	1%	5%	5%	1%	2%	3%	5%	4%	3%	4%	3%	2%	2%	6%	**				
	4	2	10	13	2	6	10	11	8	64	8	4	1	41	36					
NET: Important (T2B)	69%	75%	68%	57%	61%	72%	74%	59%	68%	67%	59%	69%	72%	69%	60%	**				
	135	146	142	144	122	167	241	124	141	1360	116	89	40	1219	383					
Effective Column n																				
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Availability of nearby collection points in case of failed delivery by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have	23%	22%	21%	15%	19%	22%	24%	29%	22%	**	
	43	493	50	49	99	120	82		136	531	
								b c			
This is a 'great to have' – makes a difference and can sway my decision	40%	45%	43%	49%	40%	43%	49%	46%	44%	**	
	74	994	102	153	202	235	165	211	1047		
This is a 'nice to have', but I can live without it being offered	24%	22%	25%	25%	27%	24%	18%	13%	22%	**	
	44	486	59	79	139	130	62	62	520		
			f	f	e F	f					
This is not important to me – don't mind if not offered	8%	8%	7%	6%	11%	8%	6%	8%	8%	**	
	15	176	17	20	54	41	22	37	188		
This is a negative to me	6%	3%	4%	4%	3%	3%	3%	3%	3%	**	
	10	67	9	14	15	16	10	14	76		
NET: Important (T2B)	63%	67%	64%	64%	59%	66%	73%	75%	67%	**	
	117	1487	152	202	301	355	248	347	1578		
						c	C				
Effective Column n	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	31%	42%	27%	34%	30%	29%	32%	29%	34%	
	755	306	448	229	179	157	190	340	415	
	-	B							a	
This is a 'great to have' -- makes a difference and can sway my decision	46%	43%	47%	45%	44%	48%	46%	47%	44%	
	1094	312	782	296	265	259	273	550	544	
	-									
This is a 'nice to have', but I can live without it being offered	17%	14%	19%	16%	20%	17%	17%	18%	17%	
	420	100	320	109	118	90	102	216	204	
	-		a							
This is not important to me -- don't mind if not offered	3%	1%	4%	2%	5%	5%	1%	3%	3%	
	79	8	71	15	30	25	8	37	42	
	-		A		d	d				
This is a negative to me	2%	1%	3%	2%	2%	2%	3%	3%	2%	
	55	7	47	14	14	12	15	30	25	
	-		a							
NET: Important (T2B)	77%	84%	74%	79%	73%	77%	79%	76%	78%	
	1849	619	1230	525	444	416	464	889	960	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 2

	Age				SEG										Working status		
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
This is mandatory to me – a must have	34%	30%	30%	35%	24%	25%	26%	32%	30%	32%	32%	32%	29%	32%	30%		
	145	264	258	43	87	44	441	314	201	240	166	148	451	300			
This is a 'great to have' – makes a difference and can sway my decision	42%	48%	43%	47%	50%	52%	45%	46%	46%	45%	50%	41%	45%	46%			
	177	426	315	87	176	90	624	470	285	339	260	210	629	462			
This is a 'nice to have', but I can live without it being offered	19%	17%	16%	20%	18%	16%	17%	19%	16%	17%	15%	22%	17%	17%			
	82	156	117	38	65	28	227	193	97	130	79	114	242	175			
This is not important to me – don't mind if not offered	3%	3%	3%	3%	3%	3%	3%	3%	3%	4%	2%	4%	3%	3%			
	13	30	25	6	11	5	47	32	19	28	10	22	46	33			
This is a negative to me	2%	2%	2%	5%	4%	3%	2%	2%	3%	2%	1%	3%	2%	3%			
	7	16	18	9	14	5	33	21	16	17	8	14	22	32			
NET: Important (T2B)	76%	77%	78%	71%	75%	78%	78%	76%	79%	77%	81%	71%	78%	76%		a	
	322	690	573	130	264	133	1065	784	486	579	425	358	1080	762			
Effective Column n	281	582	490	144	247	103	939	661	421	518	324	337	885	709			
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145			
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demograhics Part 3

	UK nation													Rurality					
Column %																			
Weighted counts																			
Column Comparisons																			
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
This is mandatory to me – a must have	32%	36%		39%	36%	24%	35%	23%	33%	31%	32%	23%	39%	32%	31%	33%			
	64	69		81	91	48	81	75	69	65	642	45	50	18	549	206			
			g k									g k							
This is a 'great to have' – makes a difference and can sway my decision	43%	43%		45%	38%	46%	46%	52%	47%	48%	45%	48%	42%	46%	45%	47%			
	84	84		94	96	91	107	169	97	99	921	94	53	25	794	297			
This is a 'nice to have', but I can live without it being offered	19%	18%		13%	20%	25%	15%	18%	15%	15%	18%	19%	13%	16%	18%	15%			
	38	36		26	50	50	35	59	32	32	357	38	16	9	324	96			
This is not important to me – don't mind if not offered	3%	2%		2%	3%	5%	2%	5%	4%	2%	3%	7%	4%	4%	3%	4%			
	5	4		4	6	9	4	15	8	4	59	13	5	2	56	23			
This is a negative to me	3%	1%		2%	3%	1%	2%	3%	1%	4%	2%	3%	2%	2%	2%	2%			
	6	2		4	6	2	6	9	3	8	45	5	3	1	43	12			
NET: Important (T2B)	75%	79%		84%	75%	69%	81%	75%	80%	79%	77%	71%	81%	78%	76%	79%			
	147	153		175	187	139	188	244	166	164	1563	139	103	43	1343	504			
Effective Column n																			
	97	100		106	117	110	110	163	113	103	1019	203	209	170	1087	512			
Unweighted base	157	162		172	189	177	178	263	183	166	1647	328	337	274	1756	828			
Weighted base	197	194		208	250	200	233	327	209	208	2025	195	128	55	1766	634			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Knowledge that they will deliver to a neighbour or safe place if I am not availabby Demogrpahics Part 4

Column % Weighted counts Column Comparisons	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	27%	32%	28%	27%	30%	28%	30%	43%	31%	**	
	51	704	65	85	154	150	103	a b c D e	198	744	
This is a 'great to have' – makes a difference and can sway my decision	45%	46%	44%	45%	46%	46%	48%	44%	46%	**	
	84	1010	104	140	233	252	162		203	1080	
This is a 'nice to have', but I can live without it being offered	18%	17%	23%	23%	17%	20%	17%	9%	17%	**	
	34	386	54	72	87	109	58		40	407	
This is not important to me – don't mind if not offered	5%	3%	4%	3%	4%	3%	3%	2%	3%	**	
	10	69	10	11	19	17	12		10	78	
This is a negative to me	4%	2%	1%	2%	3%	3%	1%	2%	2%	**	
	7	47	3	7	15	14	5		10	54	
NET: Important (T2B)	72%	77%	72%	71%	76%	74%	78%	87%	77%	**	
	135	1714	170	225	387	401	266	A B c D e	401	1824	
Effective Column n	131	1470	181	209	384	382	234		210	1577	22
Unweighted base	211	2375	292	338	621	617	378		340	2548	35
Weighted base	186	2216	237	315	508	542	340		460	2363	36
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the delivery by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	31%	38%	27%	31%	28%	31%	34%	30%	31%	
	739	282	457	203	169	168	200	355	384	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	46%	45%	46%	45%	47%	48%	44%	43%	48%	
	1097	329	767	297	283	261	257	504	593	
	-								a	
This is a 'nice to have', but I can live without it being offered	19%	11%	22%	19%	20%	17%	19%	22%	16%	
	457	82	375	128	124	91	114	254	203	
	-		A					b		
This is not important to me -- don't mind if not offered	4%	5%	4%	5%	5%	4%	3%	5%	4%	
	100	40	61	33	28	23	16	56	45	
	-									
This is a negative to me	0%	0%	0%	1%	0%	0%	0%	0%	0%	
	9	1	8	4	3	1	2	3	6	
	-									
NET: Important (T2B)	76%	83%	73%	75%	74%	79%	78%	73%	79%	
	1836	611	1225	499	451	428	457	859	977	
	-	B							a	
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demogrpahics Part 2

	Age				SEG								Working status			
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	34%	31%	32%	24%	23%	22%	31%	30%	30%	32%	31%	30%	32%	30%	30%	
	144	280	234	45	82	38	426	313	183	243	162	151	443	296		
This is a 'great to have' – makes a difference and can sway my decision	41%	49%	45%	45%	44%	43%	46%	45%	50%	43%	44%	44%	46%	47%	44%	
	175	436	330	83	156	73	632	465	310	322	232	233	647	445		
This is a 'nice to have', but I can live without it being offered	21%	17%	18%	22%	24%	27%	19%	20%	17%	20%	20%	19%	18%	20%	20%	
	88	149	134	40	87	46	254	203	107	148	107	96	252	200		
This is not important to me – don't mind if not offered	4%	3%	4%	9%	8%	6%	4%	4%	3%	5%	4%	5%	3%	6%	6%	
	17	24	33	16	27	11	55	46	17	38	19	27	43	58	a	
This is a negative to me	0%	0%	0%	0%	1%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	1	3	3	0	2	2	5	4	2	3	2	2	6	3		
NET: Important (T2B)	75%	80%	77%	69%	67%	65%	77%	75%	80%	75%	75%	75%	78%	74%		
	319	715	564	127	238	111	1058	778	493	565	394	384	1089	741		
Effective Column n	b															
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demogrpahics Part 3

	UK nation														Rurality					
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
This is mandatory to me – a must have	40%	35%		35%	28%		33%	25%	28%	24%	31%	25%	34%	31%	32%	28% **				
	79	68		74	88	55	76	83	58	49	630	48	44	17	561	177				
This is a 'great to have' – makes a difference and can sway my decision	34%	45%		45%	38%	47%	42%	52%	48%	53%	45%	49%	44%	51%	46%	45% **				
	66	87		94	96	94	98	171	100	111	917	96	56	28	808	288				
This is a 'nice to have', but I can live without it being offered	23%	18%		16%	20%	24%	18%	17%	21%	19%	19%	18%	18%	15%	18%	21% **				
	46	35		34	49	48	41	54	44	39	390	35	23	8	326	131				
This is not important to me – don't mind if not offered	2%	2%		3%	7%	1%	8%	5%	2%	4%	4%	6%	4%	3%	4%	5% **				
	5	4		6	17	2	18	18	5	8	82	13	5	2	68	32				
This is a negative to me	1%	0%		0%	0%	0%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1% **				
	1	0		0	0	0	0	2	2	1	6	3	0	0	3	6				
NET: Important (T2B)	74%	80%		81%	74%	75%	75%	77%	76%	77%	76%	74%	78%	82%	77%	73% **				
	145	155		168	184	150	174	253	158	160	1547	144	100	45	1368	465				
Effective Column n	97	100		106	117	110	110	163	113	103	1019	203	209	170	1087	512				
Unweighted base	157	162		172	189	177	178	263	183	166	1647	328	337	274	1756	828				
Weighted base	197	194		208	250	200	233	327	209	208	2025	195	128	55	1766	634				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Option to reschedule if I am unable to take the deliveryby Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	35%	30%	30%	26%	28%	28%	34%	39%	31%	**	
	66	673	70	83	140	150	116		180	732	
								b c d			
This is a 'great to have' – makes a difference and can sway my decision	36%	46%	41%	46%	44%	46%	50%	45%	46%	**	
	66	1030	98	145	225	248	170	209	1081		
		a									
This is a 'nice to have', but I can live without it being offered	22%	19%	24%	21%	25%	21%	14%	11%	19%	**	
	42	415	56	66	125	115	46	48	443		
			e f	f	e F	e f					
This is not important to me – don't mind if not offered	6%	4%	5%	6%	3%	5%	2%	5%	4%	**	
	11	90	12	20	17	25	6	21	99		
This is a negative to me	1%	0%	0%	0%	0%	1%	0%	0%	0%	**	
	1	8	0	1	1	5	1	2	8		
NET: Important (T2B)	71%	77%	71%	72%	72%	73%	84%	85%	77%	**	
	132	1703	169	228	365	398	287	389	1813		
							a b C d	a b C d	b		
Effective Column n											
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	17%	18%	16%	18%	16%	14%	19%	16%	17%	
	399	130	268	118	95	75	111	184	215	
	-									
This is a 'great to have' -- makes a difference and can sway my decision	47%	52%	45%	47%	44%	47%	51%	48%	47%	
	1134	383	751	310	268	253	303	559	575	
	-	b								
This is a 'nice to have', but I can live without it being offered	26%	21%	29%	25%	27%	32%	21%	26%	26%	
	631	153	477	167	166	173	125	309	322	
	-		a			d				
This is not important to me -- don't mind if not offered	9%	8%	9%	9%	12%	7%	7%	9%	9%	
	213	57	156	61	72	39	41	100	113	
	-									
This is a negative to me	1%	1%	1%	1%	1%	1%	2%	2%	1%	
	27	10	16	9	6	3	10	20	6	
	-							b		
NET: Important (T2B)	64%	70%	61%	64%	60%	60%	70%	63%	64%	
	1532	513	1019	428	363	328	413	743	789	
	-	B					b c			
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demographics Part 2

	Age				SEG										Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me – a must have	20%	17%	18%	10%	8%	6%	15%	18%	14%	16%	20%	16%	18%	18%	257	140
	86	149	135	18	28	10	210	188	88	122	105	83	257	140		
	d F	f	f		-		-	-					b			
This is a 'great to have' – makes a difference and can sway my decision	44%	52%	46%	45%	42%	37%	48%	45%	49%	48%	47%	44%	49%	44%		
	185	462	339	83	147	64	665	469	306	359	245	224	684	443		
		f			-		-	-					b			
This is a 'nice to have', but I can live without it being offered	27%	24%	25%	27%	32%	36%	26%	27%	27%	25%	24%	30%	25%	28%		
	116	218	185	50	112	62	355	276	165	189	123	153	345	284		
					-		-	-								
This is not important to me – don't mind if not offered	8%	6%	9%	17%	17%	16%	9%	8%	9%	10%	8%	9%	6%	12%		
	35	51	67	32	59	27	128	85	55	72	40	45	89	124		
			a B c		a B		-	-					A			
This is a negative to me	0%	1%	1%	0%	2%	4%	1%	1%	1%	1%	2%	1%	1%	1%		
	2	11	6	0	7	7	15	12	4	10	9	4	15	12		
					-	a b c d	-	-								
NET: Important (T2B)	64%	69%	65%	55%	50%	43%	64%	64%	64%	64%	67%	60%	68%	58%		
	271	611	475	101	175	74	875	657	394	482	350	307	941	584		
	F	d F	F		-		-	-					B			
Effective Column n																
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demographics Part 3

Column %	UK nation														Rurality						
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
This is mandatory to me – a must have	17%	19%	21%	21%	12%	15%	18%	13%	16%	17%	12%	20%	14%	18%	13%	**					
	34	37	43	53	23	35	59	26	33	343	23	26	8	314	85						
										-				b							
This is a 'great to have' – makes a difference and can sway my decision	48%	50%	50%	40%	50%	39%	46%	50%	54%	47%	50%	45%	50%	49%	43%	**					
	94	97	105	99	100	90	149	105	112	951	98	57	27	858	273						
										-											
This is a 'nice to have', but I can live without it being offered	23%	21%	21%	23%	30%	37%	28%	28%	23%	26%	27%	25%	29%	24%	31%	**					
	46	40	43	58	61	85	90	59	47	530	53	32	16	431	199						
										-				a							
This is not important to me – don't mind if not offered	8%	10%	7%	16%	8%	9%	7%	7%	6%	9%	11%	9%	7%	8%	11%	**					
	16	20	14	40	15	22	23	14	13	178	20	11	4	142	71						
										-				a							
This is a negative to me	3%	0%	2%	0%	0%	0%	2%	2%	1%	1%	0%	1%	1%	1%	1%	**					
	6	0	4	0	1	1	6	5	2	24	0	2	0	21	6						
										-											
NET: Important (T2B)	65%	69%	71%	61%	62%	54%	64%	63%	70%	64%	62%	65%	64%	66%	56%	**					
	128	134	148	152	123	125	208	131	146	1293	121	83	35	1173	357						
										-				B							
Effective Column n																					
	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1					
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2					
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Ability to provide a specific time slot or SMS notification of delivery time by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
This is mandatory to me – a must have		25%	16%	17%	12%	16%	15%	18%	20%	17%	**
		47	352	41	39	79	83	63	93	394	
b											
This is a 'great to have' – makes a difference and can sway my decision		44%	47%	47%	51%	46%	46%	46%	48%	47%	**
		81	1052	110	160	233	249	158	223	1116	
This is a 'nice to have', but I can live without it being offered		19%	27%	25%	28%	28%	28%	27%	22%	26%	**
		35	595	60	89	140	149	91	101	614	
This is not important to me – don't mind if not offered		9%	9%	9%	8%	9%	11%	8%	8%	9%	**
		17	196	21	25	47	57	26	36	213	
This is a negative to me		3%	1%	2%	0%	2%	1%	1%	1%	1%	**
		5	21	4	1	9	4	2	7	26	
NET: Important (T2B)		69%	63%	64%	63%	62%	61%	65%	69%	64%	**
		128	1404	152	199	313	332	221	316	1511	
Effective Column n											
		131	1470	181	209	384	382	234	210	1577	22
Unweighted base		211	2375	292	338	621	617	378	340	2548	35
Weighted base		186	2216	237	315	508	542	340	460	2363	36
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
This is mandatory to me -- a must have	42%	50%	39%	44%	41%	45%	39%	41%	43%	
	1013	364	648	294	248	244	228	486	527	
	-	B								
This is a 'great to have' -- makes a difference and can sway my decision	36%	35%	36%	36%	34%	35%	39%	35%	37%	
	864	256	608	237	208	191	228	410	454	
	-									
This is a 'nice to have', but I can live without it being offered	17%	12%	20%	16%	19%	16%	19%	19%	15%	
	417	87	329	103	115	88	110	226	190	
	-		A					b		
This is not important to me -- don't mind if not offered	4%	4%	4%	4%	6%	3%	3%	4%	4%	
	96	26	70	25	34	19	18	44	52	
	-									
This is a negative to me	1%	0%	1%	1%	0%	0%	1%	1%	1%	
	13	0	13	6	1	2	5	6	7	
	-		a							
NET: Important (T2B)	78%	85%	75%	80%	75%	80%	77%	76%	80%	
	1877	620	1256	530	456	434	456	896	981	
	-	B								
Effective Column n										
	1600	200	1400	421	398	389	392	722	879	
Unweighted base	2586	323	2263	681	643	629	633	1166	1420	
Weighted base	2403	734	1669	664	606	543	589	1172	1230	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status			
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
This is mandatory to me -- a must have	43%	41%	47%	35%	34%	33%	43%	41%	43%	43%	40%	43%	43%	41%		
	182	366	344	64	120	56	588	425	267	321	207	217	595	414		
					-		-									
This is a 'great to have' -- makes a difference and can sway my decision	37%	38%	33%	36%	34%	32%	36%	36%	35%	37%	36%	36%	37%	35%		
	157	341	246	66	121	54	497	367	218	279	187	181	513	348		
					-		-									
This is a 'nice to have', but I can live without it being offered	16%	18%	15%	18%	23%	27%	16%	19%	16%	16%	20%	17%	17%	18%		
	70	160	106	34	80	47	225	192	102	123	106	86	232	182		
					-	a c										
This is not important to me -- don't mind if not offered	3%	2%	5%	9%	7%	5%	4%	4%	4%	4%	4%	4%	3%	5%		
	14	21	34	17	26	9	54	42	27	27	21	21	45	51		
				a B			-									
This is a negative to me	1%	0%	0%	1%	2%	2%	1%	0%	1%	0%	0%	1%	0%	1%		
	2	2	3	2	7	4	9	5	5	4	1	3	5	8		
					-	b										
NET: Important (T2B)	80%	79%	80%	71%	68%	65%	79%	77%	78%	80%	76%	78%	80%	76%		
	339	708	590	130	241	111	1085	792	485	600	394	398	1107	762		
	f	f	f		-		-									
Effective Column n																
	281	582	490	144	247	103	939	661	421	518	324	337	885	709		
Unweighted base	454	941	792	232	399	167	1517	1069	680	837	524	545	1431	1145		
Weighted base	424	891	733	183	354	171	1372	1030	619	754	522	508	1390	1003		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demogrpahics Part 3

Column %	UK nation															Rurality				
Weighted counts																				
Column Comparisons																				
This is mandatory to me – a must have	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
	53%	50%	46%	35%	34%	46%	46%	37%	37%	42%	35%	48%	47%	43%	41%	**				
	105	98	96	87	68	108	121	77	98	856	69	61	26	753	259					
This is a 'great to have' – makes a difference and can sway my decision	27%	30%	38%	39%	42%	33%	41%	33%	32%	35%	41%	35%	36%	36%	35%	**				
	52	58	79	98	84	76	135	69	68	718	81	45	20	642	220					
This is a 'nice to have', but I can live without it being offered	15%	16%	15%	24%	20%	15%	14%	28%	17%	18%	14%	13%	15%	17%	18%	**				
	29	31	31	59	39	35	47	59	36	365	27	17	8	303	114					
This is not important to me – don't mind if not offered	4%	4%	2%	3%	5%	5%	6%	1%	2%	4%	9%	3%	1%	4%	5%	**				
	8	8	4	6	9	12	21	1	5	75	17	4	1	62	34					
This is a negative to me	1%	0%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	**				
	2	0	0	0	0	1	3	2	2	11	2	1	0	6	7					
NET: Important (T2B)	80%	80%	84%	74%	76%	79%	78%	70%	79%	78%	77%	84%	83%	79%	76%	**				
	157	156	174	185	152	184	256	146	165	1575	150	107	46	1395	479					
Effective Column n	97	100	106	117	110	110	163	113	103	1019	203	209	170	1087	512	1				
Unweighted base	157	162	172	189	177	178	263	183	166	1647	328	337	274	1756	828	2				
Weighted base	197	194	208	250	200	233	327	209	208	2025	195	128	55	1766	634	2				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10b: Where you are required to select a postal/delivery option for letters or parcels you are receiving, how important are each of the following factors: Proof and details of delivery receipt sent to me if someone else receives itby Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
This is mandatory to me – a must have	40%	42%	44%	37%	38%	39%	47%	49%	43%	**	
	74	939	105	115	192	214	159	228	1009		
									b		
This is a 'great to have' – makes a difference and can sway my decision	34%	36%	32%	41%	37%	34%	35%	37%	36%	**	
	63	802	75	129	188	184	119	169	848		
This is a 'nice to have', but I can live without it being offered	20%	17%	20%	17%	20%	20%	16%	11%	17%	**	
	37	379	46	55	103	109	53	50	402		
				f	f						
This is not important to me – don't mind if not offered	6%	4%	4%	5%	4%	6%	2%	3%	4%	**	
	11	85	9	15	20	32	8	12	92		
This is a negative to me	1%	1%	1%	0%	1%	1%	0%	0%	1%	**	
	2	11	2	1	4	4	1	2	12		
NET: Important (T2B)	73%	79%	76%	78%	75%	73%	82%	86%	79%	**	
	137	1740	180	244	380	398	278	396	1857		
								c d	b		
Effective Column n											
	131	1470	181	209	384	382	234	210	1577	22	
Unweighted base	211	2375	292	338	621	617	378	340	2548	35	
Weighted base	186	2216	237	315	508	542	340	460	2363	36	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who were required to select a postal/delivery option for letters or goods that were delivered to themselves in the previous month ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology				Quarter			Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Open everything on the same day it is received	87%	88%	86%	85%	86%	90%	89%	85%	89%	
	5281	2165	3116	1306	1297	1367	1311	2531	2751	
	-					a b	a		A	
Open only the things that look important on the same day	9%	9%	9%	12%	10%	6%	8%	10%	8%	
	539	230	309	181	148	99	112	301	238	
	-			C d	c			b		
Open only parcels on the same day	2%	1%	3%	2%	2%	2%	2%	2%	2%	
	110	18	92	30	32	24	24	57	53	
	-		A							
Put things I've received aside until I have time to open them	2%	2%	2%	2%	2%	2%	2%	3%	2%	
	126	38	87	28	32	38	28	79	47	
	-							b		
NET: Not open everything on the day it is received	13%	12%	14%	15%	14%	10%	11%	15%	11%	
	775	287	488	239	212	160	164	437	338	
	-			c d	c			B		
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 2

	Age				SEG										Working status	
Columns %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Open everything on the same day it is received	82%	82%	89%	96%	96%	97%	88%	86%	86%	89%	87%	86%	87%	83%	92%	
	696	1583	1717	616	1284	668	2821	2460	1203	1618	1126	1335	2600	2662		
			AB	ABC	-	ABC	-	-							A	
Open only the things that look important on the same day	12%	13%	8%	2%	2%	2%	9%	9%	9%	9%	9%	8%	12%	6%		
	101	251	157	16	31	15	289	250	116	173	121	129	375	160		
	C D F	C D F	D F		-		-	-					B			
Open only parcels on the same day	4%	3%	1%	0%	0%	0%	1%	2%	1%	2%	2%	2%	2%	1%		
	32	52	20	3	6	3	47	63	14	32	25	38	74	33		
	C d f	c d f		-	-	-	-	-					b			
Put things I've received aside until I have time to open them	2%	3%	2%	1%	1%	1%	2%	3%	2%	1%	2%	3%	2%	2%		
	18	52	44	6	12	6	53	73	25	28	32	41	77	47		
					-		-	-								
NET: Not open everything on the day it is received	18%	18%	11%	4%	4%	3%	12%	14%	11%	13%	14%	13%	17%	8%		
	151	354	221	24	48	24	389	386	156	233	178	208	526	240		
	C D F	C D F	D F		-		-	-					B			
Effective Column n																
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685		
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870		
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Open everything on the same day it is received	86%	84%		86%	92%	87%	88%	83%	86%	88%	86%	90%	93%	89%	86%	89% **	
	458	477		453	501	491	472	577	515	454	4398	438	283	162	3896	1380	
	g																
Open only the things that look important on the same day	10%	13%		8%	5%	10%	8%	12%	10%	8%	9%	7%	5%	6%	10%	7% **	
	53	75		44	28	54	45	81	61	40	482	32	15	11	429	110	
	b g																
Open only parcels on the same day	1%	2%		3%	2%	2%	2%	3%	1%	1%	2%	1%	1%	3%	2%	1% **	
	4	11		17	11	10	13	19	7	7	99	4	2	5	90	20	
	-																
Put things I've received aside until I have time to open them	3%	1%		3%	1%	2%	1%	3%	2%	3%	2%	2%	1%	2%	2%	2% **	
	14	7		15	6	9	8	19	15	16	109	10	3	4	92	33	
	-																
NET: Not open everything on the day it is received	14%	16%		14%	8%	13%	12%	17%	14%	12%	14%	10%	7%	11%	14%	11% **	
	72	93		76	45	74	66	118	82	63	689	46	20	19	611	163	
	i																
Effective Column n	d k l																
	-																
	220	242		229	234	245	231	306	255	226	2187	442	433	422	2373	1107 4	
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885 6	
Weighted base	530	570		529	546	565	538	695	598	517	5087	484	303	182	4507	1543 6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QE10c: When you receive post or parcels in the mail, do you normally... by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Open everything on the same day it is received	73%	88%	86%	88%	86%	86%	83%	90%	87%	88%	
	257	5024	668	713	1075	946	480	1399	4955	316	
	A								e		
Open only the things that look important on the same day	19%	8%	9%	7%	9%	11%	12%	7%	9%	9%	
	65	474	68	60	117	119	72	104	508	31	
	B										
Open only parcels on the same day	5%	2%	3%	2%	2%	2%	2%	1%	2%	2%	
	16	94	20	19	27	19	9	17	96	8	
	b										
Put things I've received aside until I have time to open them	4%	2%	3%	2%	2%	2%	3%	2%	2%	1%	
	13	113	20	19	28	18	15	27	120	4	
NET: Not open everything on the day it is received	27%	12%	14%	12%	14%	14%	17%	10%	13%	12%	
	93	681	109	97	171	155	95	148	724	43	
	B								f		
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
As soon as possible – likely the following day	45%	49%	43%	43%	46%	42%	46%	49%	45%	45%
	349	139	210	103	97	68	81	196	153	
	-									
Within a few days of receiving them	45%	44%	46%	43%	45%	48%	45%	46%	44%	
	349	125	223	103	95	76	74	202	147	
	-									
At the end of the week/within the week	7%	4%	8%	8%	8%	6%	3%	4%	10%	
	51	10	41	19	17	9	5	19	32	
	-		a						a	
At least a week later	3%	4%	3%	5%	1%	4%	2%	5%	2%	
	25	12	13	13	3	6	3	20	5	
	-									
NET: Within the week	97%	96%	97%	95%	99%	96%	98%	95%	98%	
	749	275	475	226	209	154	161	417	333	
	-									
Effective Column n										
	461	75	386	148	119	100	95	228	233	
Unweighted base	736	119	617	236	190	159	151	364	372	
Weighted base	775	287	488	239	212	160	164	437	338	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who do not typically open all items of post on the day they are received
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 2

	Age						SEG								Working status	
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
As soon as possible – likely the following day	33%	48%	45%	**	**	**		48%	42%	50%	47%	39%	44%	44%	48%	
	50	170	99					188	161	78	110	70	91	231	116	
							-	-								
Within a few days of receiving them	53%	43%	48%	**	**	**		43%	47%	41%	44%	51%	44%	47%	39%	
	81	152	106					167	182	65	102	91	91	249	94	
							-	-								
At the end of the week/within the week	10%	6%	5%	**	**	**		7%	6%	8%	6%	7%	6%	7%	6%	
	15	23	11					27	25	12	15	13	12	37	15	
							-	-								
At least a week later	4%	2%	2%	**	**	**		2%	5%	1%	2%	3%	7%	2%	6%	
	5	9	4					7	19	1	6	5	14	9	15	
							-	-							a	
NET: Within the week	96%	98%	98%	**	**	**		98%	95%	99%	98%	97%	93%	98%	94%	
	146	346	217					382	367	155	227	173	194	517	225	
	D	D	D				-	-						b		
Effective Column n																
	91	212	128	16	31	15		240	221	103	137	96	125	301	155	
Unweighted base	145	338	204	25	49	24		383	353	164	219	154	199	480	248	
Weighted base	151	354	221	24	48	24		389	386	156	233	178	208	526	240	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who do not typically open all items of post on the day they are received
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
As soon as possible – likely the following day	**	34%		31% **		38%	35%	48%	35% **		45%	37%	43%	64%	48%	36% **		
		32		41		43	23	56	29		311	17	9	12	291	58		
										-				b				
Within a few days of receiving them	**	52%		52% **		33%	56%	40%	55% **		45%	46%	52%	29%	43%	54% **		
		48		40		24	37	47	45		311	21	10	6	260	89		
										-				a				
At the end of the week/within the week	**	10%		5% **		4%	9%	10%	5% **		7%	8%	4%	7%	6%	8% **		
		9		4		3	6	12	4		46	3	1	1	38	13		
										-								
At least a week later	**	4%		2% **		4%	0%	2%	5% **		3%	10%	1%	0%	4%	2% **		
		4		1		3	0	3	4		21	5	0	0	21	3		
										-								
NET: Within the week	**	96%		98% **		96%	100%	98%	95% **		97%	90%	99%	100%	96%	98% **		
		89		75		71	66	116	78		669	42	20	19	589	160		
										-								
Effective Column n		30	43	43	29	34	31	61	34	26	331	47	34	49	347	113	1	
Unweighted base		48	68	68	46	55	50	97	54	42	528	75	54	79	554	181	1	
Weighted base		72	93	76	45	74	66	118	82	63	689	46	20	19	611	163	1	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who do not typically open all items of post on the day they are received
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE10d: You say you don't open everything on the day it was received. When would you normally open these items? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
As soon as possible – likely the following day	35%	46%	39%	40%	46%	39%	52%	53%	46%	**		
	33	316	42	39	78	61	49	79	334			
									b			
Within a few days of receiving them	51%	44%	47%	54%	44%	50%	39%	38%	44%	**		
	48	301	51	52	75	78	37	56	321			
At the end of the week/within the week	7%	7%	6%	5%	8%	9%	8%	3%	7%	**		
	6	45	7	4	14	14	7	5	48			
At least a week later	6%	3%	8%	1%	2%	2%	1%	6%	3%	**		
	6	19	9	1	4	2	1	8	20			
NET: Within the week	94%	97%	92%	99%	98%	98%	99%	94%	97%	**		
	87	662	100	96	167	153	94	140	704			
Effective Column n	63	398	69	60	107	101	60	63	433	23		
Unweighted base	101	635	110	96	171	162	96	101	692	36		
Weighted base	93	681	109	97	171	155	95	148	724	43		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who do not typically open all items of post on the day they are received; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	3%	1%	3%	5%	2%	3%	2%	3%	2%	
	80	17	63	25	22	15	19	46	35	
	-		a							
Slightly more	9%	7%	11%	11%	10%	6%	9%	10%	9%	
	281	86	195	59	102	31	89	142	139	
	-		a							
No change	51%	56%	48%	50%	49%	53%	53%	53%	49%	
	1548	689	859	262	490	273	523	787	760	
	-		B							
Slightly less	21%	22%	20%	18%	23%	20%	21%	20%	22%	
	634	268	366	96	230	105	203	301	333	
	-									
Much less	15%	13%	17%	15%	15%	17%	15%	14%	17%	
	464	159	305	79	152	88	144	202	262	
	-		a							
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	26	8	18	6	7	6	7	9	18	
	-									
NET: More	12%	8%	14%	16%	12%	9%	11%	13%	11%	
	362	103	258	83	124	47	108	188	174	
	-		A							
NET: Less	36%	35%	37%	33%	38%	37%	35%	34%	38%	
	1098	427	671	176	382	193	347	503	595	
	-								a	
Effective Column n	1737	324	1413	303	575	299	560	830	907	
	-									
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 2

Age															SEG															Working status		
Column %																																
Weighted counts																																
Column																																
Comparisons	16-24 years			25-44 years			45-64 years			65-74 years			65+ (Net)			75+ years			ABC1	C2DE		AB	C1		C2		DE		Working	Not working		
Much more	6%			4%			1%			0%			0%			0%			0	2%		3%	2%	2%	2%	4%		2%	3%	2%		
	27			40			13			1			1			1			0	35		45	15	21	28	17	52	28				
	C d F			c d f						-			-			-			-													
Slightly more	21%			11%			6%			3%			3%			4%			8	10%		7%	9%	10%	10%	11%	10%	8%				
	91			111			57			10			22			13			135	146		51	84	63	83	157	123					
	B C D F			c D f						-			-			-			-													
No change	45%			52%			48%			55%			59%			63%			48%	54%		46%	50%	50%	58%	47%	55%					
	190			503			463			186			391			205			775	773		316	458	322	451	728	812					
													A b c			17%			22%	19%		22%	22%	23%	c d	17%	23%	A				
Slightly less	16%			19%			26%			22%			20%			17%			22%	19%		22%	22%	23%	17%	23%	18%					
	70			181			250			76			134			57			356	278		152	204	148	130	361	272					
							a b			-			-			-			-							b						
Much less	7%			13%			19%			20%			18%			16%			18%	12%		22%	15%	12%	12%	15%	15%					
	31			127			186			67			119			52			291	173		151	140	80	93	234	226					
				a			A b			A b			-			a			-			d E F										
I don't know	4%			1%			0%			0%			0%			0%			1%	1%		1%	1%	1%	1%	1%	1%	1%				
	16			9			2			0			0			0			15	11		4	11	4	7	12	13					
	b c d f									-			0			-			-													
NET: More	28%			16%			7%			3%			3%			4%			11%	13%		9%	11%	14%	13%	14%	10%					
	118			151			70			10			23			13			171	191		65	105	91	100	208	151					
	B C D F			C D F						-			-			-			-							b						
NET: Less	24%			32%			45%			42%			38%			33%			40%	32%		44%	37%	35%	29%	39%	34%					
	101			308			437			143			253			109			647	451		303	345	228	223	595	498					
				a			A B f			A b			-			a			-			e F	f				b					
Effective Column n	248			571			573			186			345			160			966	771		427	539	339	432	881	846					
Unweighted base	424			978			980			318			591			273			1653	1320		730	923	580	740	1508	1448					
Weighted base	425			971			971			340			667			327			1608	1426		689	919	645	781	1544	1474					
Columns	A			B			C			D			E			F			A	B		C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 3

UK nation														Rurality						
Column %																				
Weighted counts																				
Column																				
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Much more	1%	2%	2%	2%	4%	2%	5%	4%	4%	3%	2%	2%	2%	3%	2%	2%				
	4	6		4	5	11	5	15	12	9	71	5	2	2	69	12				
Slightly more	13%	10%	11%	14%	8%	7%	11%	10%	4%	10%	6%	7%	5%	9%	9%	2%				
	37	28		28	40	23	21	36	30	11	253	14	10	5	213	68				
No change	51%	48%	44%	57%	52%	50%	54%	47%	55%	51%	47%	49%	64%	52%	47%	2%				
	144	136		109	166	143	143	183	142	137	1303	113	74	58	1181	365				
Slightly less	16%	17%	27%	20%	22%	25%	18%	23%	20%	21%	24%	22%	16%	20%	24%	2%				
	44	48		68	58	60	71	59	70	50	529	58	33	14	452	182				
Much less	18%	22%	14%	7%	14%	14%	11%	15%	17%	15%	19%	20%	13%	14%	19%	2%				
	51	62		36	22	38	40	38	45	42	374	47	31	12	319	145				
I don't know	0%	1%	2%	1%	0%	2%	1%	0%	0%	1%	2%	1%	0%	1%	0%	3%				
	0	2		4	2	1	5	5	1	0	19	5	2	0	24	3				
NET: More	15%	12%	13%	15%	12%	9%	15%	14%	8%	13%	8%	8%	7%	12%	10%	2%				
	41	34		32	45	34	26	51	42	20	324	19	12	7	281	80				
NET: Less	34%	39%	42%	27%	35%	39%	29%	38%	37%	35%	43%	42%	29%	34%	42%	2%				
	95	110		104	80	98	111	97	115	92	902	105	64	26	771	327				
Effective Column n	a																			
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553				
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947				
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Bills, invoices and statements by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year
Much more	9%	2%	2%	4%	1%	3%	3%	5%	1%	3%	1%
	15	65	17	5	18	18	14	9	79	1	
	B										
Slightly more	12%	9%	10%	11%	9%	11%	11%	6%	10%	3%	
	20	261	38	44	54	64	31	50	277	5	
								b			
No change	48%	51%	58%	52%	50%	48%	38%	55%	50%	69%	
	79	1469	227	217	296	275	108	424	1412	130	
			d E	e	e	e	e	e		A	
Slightly less	21%	21%	15%	20%	22%	23%	21%	21%	21%	21%	
	34	600	58	86	132	126	66	167	593	39	
Much less	10%	16%	12%	16%	14%	16%	23%	15%	16%	7%	
	16	448	46	66	83	91	64	113	451	13	
						a		b			
I don't know	0%	1%	1%	0%	1%	0%	1%	2%	1%	1%	
	0	26	4	1	4	1	3	14	24	1	
NET: More	21%	11%	14%	12%	12%	14%	16%	8%	13%	3%	
	35	327	55	49	72	82	45	59	356	6	
	b				f	f		b			
NET: Less	31%	37%	27%	36%	37%	38%	45%	36%	37%	27%	
	51	1048	105	151	215	217	130	280	1044	52	
					a	a	A				
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	5%	6%	5%	6%	4%	5%	6%	5%	5%	6%
-	161	68	93	34	40	28	58	73	88	
Slightly more	14%	12%	16%	14%	13%	11%	19%	14%	14%	
-	439	141	297	75	127	55	183	215	224	
No change	53%	56%	51%	53%	55%	55%	50%	54%	52%	
-	1615	689	926	279	554	284	497	803	812	
Slightly less	16%	17%	15%	16%	16%	15%	15%	15%	16%	
-	474	211	263	85	165	77	148	230	244	
Much less	10%	9%	11%	9%	10%	13%	8%	10%	10%	
-	299	107	192	45	105	67	82	145	154	
I don't know	2%	1%	2%	2%	1%	2%	2%	1%	2%	
-	46	12	34	9	11	8	17	21	25	
NET: More	20%	17%	22%	21%	17%	16%	24%	19%	20%	
-	600	210	390	109	167	83	241	288	312	
NET: Less	25%	26%	25%	25%	27%	28%	23%	25%	26%	
-	774	318	456	130	271	143	230	376	398	
Effective Column n	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 2

Age															SEG										Working status	
Column %																										
Weighted counts																										
Column																										
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Much more	5%	5%	6%	7%	6%	4%	5%	6%	4%	5%	6%	6%	5%	6%												
	21	49	54	23	38	15	77	84	30	47	35	49	76	85												
Slightly more	16%	15%	12%	14%	16%	18%	15%	14%	14%	15%	16%	13%	14%	15%												
	66	149	118	47	105	58	234	205	96	137	102	104	218	217												
No change	49%	52%	53%	59%	58%	56%	53%	54%	54%	52%	51%	56%	52%	55%												
	209	509	511	202	386	184	846	769	370	476	329	440	796	811												
Slightly less	15%	16%	18%	13%	13%	13%	17%	14%	16%	18%	15%	13%	17%	14%												
	64	152	171	44	87	43	275	199	108	167	99	100	263	208												
Much less	11%	10%	11%	6%	7%	7%	10%	10%	12%	9%	11%	9%	11%	9%												
	48	99	106	22	46	24	160	139	79	81	70	69	172	127												
I don't know	4%	1%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	1%	2%												
	16	14	10	2	5	4	17	29	5	11	10	19	19	26												
NET: More	20%	20%	18%	21%	21%	22%	19%	20%	18%	20%	21%	19%	19%	20%												
	87	198	172	71	143	72	310	289	126	184	137	152	294	302												
NET: Less	27%	26%	29%	19%	20%	20%	27%	24%	27%	27%	26%	22%	28%	23%												
	113	250	278	66	133	67	435	339	187	248	169	170	436	336												
Effective Column n																		b								
	248	571	573	186	345	160	966	771	427	539	339	432	881	846												
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448												
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	8%	6%	11%	4%	4%	3%	4%	8%	3%	6%	3%	3%	3%	5%	7%	**			
	22	17	26	11	12	9	14	25	8	146	8	4	3	107	55				
Slightly more	15%	21%	15%	9%	12%	13%	19%	12%	14%	14%	16%	14%	12%	14%	15%	**			
	41	59	38	25	34	36	63	36	35	367	40	21	11	319	119				
No change	54%	51%	48%	66%	55%	57%	47%	51%	51%	53%	54%	46%	62%	54%	50%	**			
	152	144	120	192	151	161	158	152	127	1357	131	70	57	1230	384				
Slightly less	12%	10%	16%	14%	15%	17%	19%	18%	20%	16%	16%	20%	8%	16%	15%	**			
	33	28	40	40	42	48	63	54	49	398	39	31	7	360	115				
Much less	10%	11%	7%	8%	12%	9%	10%	10%	11%	10%	8%	14%	13%	9%	11%	**			
	27	30	16	23	33	27	34	29	27	246	20	22	12	214	85				
I don't know	1%	2%	3%	1%	1%	1%	1%	1%	1%	1%	2%	3%	2%	1%	2%	**			
	4	5	8	2	3	3	4	4	2	34	5	5	2	28	17				
NET: More	23%	27%	26%	12%	17%	16%	23%	21%	17%	20%	20%	16%	15%	19%	22%	**			
	63	76	64	36	47	45	78	62	43	513	48	25	14	426	173				
NET: Less	22%	20%	23%	21%	27%	26%	29%	28%	31%	25%	24%	34%	21%	25%	26%	**			
	61	58	57	62	75	75	97	83	76	644	58	52	19	573	199				
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Newsletters, leaflets and promotions from organisations that you have a relationship with by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	11%	5%	8%	9%	4%	6%	3%	4%	6%	2%		
	19	142	32	37	21	32	8	31	157	4		
b												
Slightly more	19%	14%	13%	11%	16%	15%	16%	15%	14%	15%		
	31	408	53	48	91	86	46	115	409	28		
No change	44%	54%	51%	53%	55%	55%	47%	54%	53%	61%		
	72	1542	200	222	323	319	134	417	1495	115		
Slightly less	16%	16%	15%	16%	15%	14%	20%	16%	16%	10%		
	26	449	57	65	87	82	59	125	454	18		
Much less	9%	10%	9%	10%	10%	9%	12%	10%	10%	10%		
	15	284	37	42	57	54	34	75	281	19		
I don't know	1%	2%	3%	1%	1%	0%	2%	2%	1%	2%		
	2	44	12	5	8	2	5	14	40	5		
NET: More	30%	19%	22%	20%	19%	20%	19%	19%	20%	17%		
	50	550	85	85	112	117	55	146	567	32		
b												
NET: Less	25%	26%	24%	26%	25%	24%	32%	26%	26%	20%		
	41	733	94	107	144	136	93	200	735	37		
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	10%	13%	8%	10%	8%	7%	13%	9%	11%	
	300	158	142	53	83	37	127	129	171	
	-	B					b c			
Slightly more	20%	19%	21%	21%	21%	20%	20%	22%	19%	
	613	232	382	109	206	104	195	322	291	
	-									
No change	47%	51%	44%	46%	49%	50%	44%	48%	46%	
	1424	629	795	244	490	258	431	714	710	
	-	b								
Slightly less	14%	11%	15%	13%	13%	13%	14%	12%	15%	
	411	137	273	67	133	69	141	184	227	
	-		a							
Much less	8%	5%	9%	8%	8%	8%	7%	8%	7%	
	232	63	170	44	76	42	70	118	114	
	-		A							
I don't know	2%	1%	2%	2%	1%	2%	2%	1%	2%	
	53	9	44	9	15	10	20	19	34	
	-		a							
NET: More	30%	32%	29%	31%	29%	27%	33%	30%	30%	
	914	390	524	162	289	140	322	451	462	
	-									
NET: Less	21%	16%	25%	21%	21%	21%	21%	20%	22%	
	643	200	443	112	209	111	211	302	341	
	-		A							
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	7%	9%	10%	11%	12%	13%	9%	11%	8%	11%	11%	11%	10%	9%	11%	11%									
	28	89	101	38	82	44	150	150	53	97	72	79	136	164											
Slightly more	17%	17%	21%	27%	27%	27%	20%	21%	22%	18%	19%	22%	19%	21%											
	70	161	200	94	182	89	321	293	151	169	122	171	301	310											
No change	56%	50%	45%	36%	40%	43%	47%	46%	44%	50%	46%	47%	49%	45%											
	238	483	437	124	266	142	763	662	305	457	296	366	749	667											
Slightly less	10%	14%	13%	18%	15%	12%	14%	13%	16%	12%	14%	12%	13%	14%											
	43	139	130	60	98	38	225	185	113	113	90	95	205	205											
Much less	5%	9%	10%	6%	5%	4%	8%	8%	8%	7%	8%	7%	8%	7%											
	21	85	95	19	33	14	124	108	57	67	51	57	127	102											
I don't know	6%	1%	1%	1%	1%	0%	2%	2%	1%	2%	2%	2%	2%	2%											
	24	14	9	5	6	1	25	28	9	17	13	14	26	26											
NET: More	23%	26%	31%	39%	40%	40%	29%	31%	30%	29%	30%	32%	28%	32%											
	99	250	301	132	264	132	471	443	205	266	194	249	437	475											
NET: Less	15%	23%	23%	23%	20%	16%	22%	21%	25%	19%	22%	19%	22%	21%											
	64	224	224	79	131	52	349	294	170	179	142	152	332	307											
Effective Column n	a	a		-	-	-	-	-																	
	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 3

	UK nation													Rurality				
Column % Weighted counts Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	18%	12%		16%	6%	7%	13%	4%	10%	6%	10%	10%	9%	8%	9%	12% **		
	50	33		39	18	20	37	13	30	16	255	25	13	7	207	94		
	d G		g				g			-								
Slightly more	20%	26%		23%	15%	13%	22%	20%	22%	20%	20%	25%	18%	12%	19%	25% **		
	56	75		58	44	36	62	67	66	50	514	61	27	11	422	191		
										-					a			
No change	44%	42%		35%	62%	45%	48%	49%	45%	53%	47%	40%	43%	57%	49%	40% **		
	123	120		88	182	124	137	166	136	132	1209	98	66	52	1115	308		
				a b C e h K l					c	-			c k l	b				
Slightly less	11%	11%		14%	10%	20%	8%	16%	16%	15%	13%	15%	14%	10%	14%	12% **		
	31	30		36	30	56	22	52	49	37	343	37	21	9	319	91		
										-								
Much less	5%	7%		7%	6%	13%	8%	9%	5%	5%	7%	7%	13%	12%	7%	10% **		
	15	20		19	17	35	23	29	15	13	185	17	20	11	152	80		
										-					a			
I don't know	2%	2%		4%	1%	2%	1%	3%	1%	0%	2%	2%	3%	2%	2%	1% **		
	5	5		9	3	5	2	9	4	1	42	5	4	2	42	11		
										-								
NET: More	38%	38%		39%	21%	20%	35%	24%	32%	27%	30%	35%	27%	20%	28%	37% **		
	105	108		98	61	56	99	79	97	66	769	85	41	18	628	284		
	d e g	d e g m	d e g m			d e				-	d e g m				a			
NET: Less	17%	18%		22%	16%	33%	16%	24%	21%	20%	21%	22%	27%	22%	21%	22% **		
	46	50		54	47	91	45	82	64	50	528	54	41	20	471	171		
						a b d f				-								
Effective Column n	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553		
																2		
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947		
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Addressed direct mail from organisations that you don't have a relationship with by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	11%	10%	10%	10%	12%	7%	8%	8%	13%	9%	19%	
	17	283	40		51	41	44	24	101	265	a	
											35	
Slightly more	24%	20%	21%	19%	21%	20%	20%	20%	20%	20%	23%	
	40	574	83	79	124	116	59	153	567		44	
No change	36%	48%	50%	43%	48%	50%	42%	46%	47%	41%	41%	
	60	1364	195	178	284	288	119	360	1341		78	
	a											
Slightly less	17%	13%	11%	17%	15%	13%	15%	12%	14%	9%	9%	
	29	382	42	70	87	73	42	97	394		17	
Much less	9%	8%	7%	8%	7%	8%	14%	6%	8%	6%	6%	
	15	218	26	33	41	47	39	47	221		12	
I don't know	3%	2%	1%	2%	2%	1%	1%	2%	2%	2%	2%	
	4	49	6	8	10	7	4	19	49		3	
NET: More	35%	30%	31%	31%	28%	28%	29%	33%	29%	42%	42%	
	57	856	122	130	165	160	83	254	832	a	79	
NET: Less	26%	21%	17%	25%	22%	21%	28%	18%	22%	15%	15%	
	43	600	67	103	128	120	81	144	615		28	
Effective Column n												
	106	1631	235	238	391	382	195	296	1676		56	
Unweighted base	181	2792	402	407	669	654	334	507	2869		95	
Weighted base	165	2869	391	419	587	574	286	777	2836		188	
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	1%	1%	2%	2%	2%	2%	1%	2%	1%	
-	45	10	34	9	19	9	7	25	20	
Slightly more	5%	3%	6%	5%	5%	3%	5%	4%	5%	
-	148	42	106	27	50	18	54	66	82	
No change	-		a							
-	64%	70%	61%	66%	63%	65%	64%	64%	65%	
-	1954	857	1097	348	633	339	634	951	1003	
Slightly less	-	B								
-	16%	17%	16%	15%	17%	17%	17%	17%	16%	
-	500	206	293	81	169	86	164	254	246	
Much less	-									
-	12%	9%	14%	11%	12%	12%	12%	12%	12%	
-	363	104	258	58	125	63	116	181	182	
I don't know	-		A							
-	1%	1%	1%	1%	1%	1%	1%	1%	1%	
-	25	8	17	5	6	3	10	11	14	
NET: More	-									
-	6%	4%	8%	7%	7%	5%	6%	6%	7%	
-	193	52	141	36	69	27	61	91	102	
NET: Less	-		a							
-	28%	25%	31%	26%	29%	29%	28%	29%	28%	
-	862	311	552	139	294	149	280	435	428	
Effective Column n	-		a							
-	1737	324	1413	303	575	299	560	830	907	
Unweighted base	-									
-	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	-									
-	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 2

Age															SEG										Working status			
Column %																												
Weighted counts																												
Column																												
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Much more	4%	2%	1%	0%	0%	0%	0%	0%	0%	1%	2%	1%	1%	2%	1%	1%	2%	1%	2%	1%	1%	2%	1%	2%	1%	2%	1%	1%
	15	21	8	0	0	0	0	0	22	22	10	12	13	9	29	15												
	c d f																											
Slightly more	7%	8%	3%	0%	1%	2%	5%	5%	5%	5%	5%	5%	4%	7%	3%													
	29	80	29	2	10	8	83	65	35	48	34	31	102	46														
	c d	C D f												B														
No change	61%	62%	62%	78%	75%	71%	63%	66%	60%	65%	64%	68%	61%	68%														
	257	598	600	266	499	232	1013	941	413	599	413	528	937	1009														
				A B C		a b c								A														
Slightly less	18%	14%	20%	15%	14%	13%	18%	15%	18%	18%	18%	13%	18%	15%														
	75	135	195	51	95	44	289	211	127	162	113	98	278	219														
Much less	8%	13%	14%	6%	10%	13%	12%	12%	14%	10%	10%	13%	12%	12%														
	36	131	132	22	65	43	192	171	99	92	68	104	188	170														
I don't know	3%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%														
	12	7	6	0	0	0	10	15	4	6	4	11	10	15														
	b c d f																											
NET: More	10%	10%	4%	0%	1%	2%	7%	6%	7%	7%	7%	5%	8%	4%														
	45	101	37	2	10	8	106	87	46	60	47	40	131	62														
	C D f	C D F	d										B															
NET: Less	26%	27%	34%	21%	24%	26%	30%	27%	33%	28%	28%	26%	30%	26%														
	111	266	327	73	159	87	480	382	226	254	181	202	466	389														
			d																									
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846														
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448														
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	3%	2%	1%	2%	2%	0%	3%	1%	0%	2%	1%	0%	0%	2%	1%	**		
	8	6	2	6	7	1	9	2	1	41	3	1	0	34	10			
Slightly more	2%	5%	6%	7%	6%	4%	7%	5%	5%	5%	2%	4%	2%	5%	4%	**		
	7	15	14	20	17	10	24	14	13	135	5	6	2	114	34			
No change	77%	67%	67%	68%	60%	62%	55%	63%	64%	65%	63%	63%	68%	64%	65%	**		
	215	190	167	199	166	176	184	189	159	1645	152	96	62	1447	506			
Slightly less	8%	16%	12%	13%	20%	23%	16%	20%	18%	16%	20%	14%	12%	17%	14%	**		
	23	45	31	39	55	66	54	60	45	418	50	21	11	390	109			
Much less	9%	9%	13%	9%	11%	10%	17%	12%	12%	11%	13%	16%	16%	11%	14%	**		
	26	25	32	27	30	29	56	35	31	292	32	24	14	252	110			
I don't know	0%	0%	1%	0%	1%	0%	3%	0%	0%	1%	1%	3%	1%	1%	1%	**		
	0	1	3	1	2	1	9	0	1	18	2	4	1	20	5			
NET: More	5%	7%	6%	9%	8%	4%	10%	5%	5%	7%	3%	4%	2%	7%	6%	**		
	15	21	16	26	23	11	34	16	13	176	8	6	2	148	45			
NET: Less	18%	25%	25%	23%	31%	34%	33%	32%	30%	28%	33%	30%	28%	28%	28%	**		
	50	71	63	66	85	96	110	95	76	710	81	46	26	642	219			
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2		
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3		
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Invitations, greetings cards and postcards by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage						
Column %																
Weighted counts																
Column																
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
Much more	8%	1%	3%	1%	3%	1%	3%	1%	3%	1%	3%	1%	3%	1%	3%	3%
	12	32	13	3	8	8	3	9	39	5						
	B															
Slightly more	12%	4%	4%	5%	4%	8%	7%	3%	5%	3%						
	20	128	17	22	21	44	19	25	141	5						
	B															
No change	51%	65%	66%	64%	70%	58%	52%	69%	64%	74%						
	84	1870	258	267	410	334	148	536	1809	139						
	a	e	e	d E			d e			a						
Slightly less	16%	17%	12%	19%	14%	18%	23%	16%	17%	9%						
	26	474	47	79	83	105	66	121	482	17						
						a c		b								
Much less	13%	12%	13%	11%	10%	14%	17%	10%	12%	9%						
	21	341	52	46	60	82	49	74	347	16						
I don't know	1%	1%	1%	0%	1%	0%	1%	2%	1%	3%						
	1	24	3	2	4	2	2	12	19	5						
										a						
NET: More	20%	6%	8%	6%	5%	9%	8%	4%	6%	6%						
	33	160	31	25	30	52	22	33	181	11						
	B															
NET: Less	28%	28%	25%	30%	24%	32%	40%	25%	29%	18%						
	47	816	99	125	143	186	114	196	828	33						
						c	a C f		b							
Effective Column n	106	1631	235	238	391	382	195	296	1676	56						
Unweighted base	181	2792	402	407	669	654	334	507	2869	95						
Weighted base	165	2869	391	419	587	574	286	777	2836	188						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Much more	1%	0%	2%	2%	2%	1%	1%	2%	1%
-	42	5	37	10	18	3	11	26	16
			a						
Slightly more	4%	3%	4%	4%	4%	3%	4%	4%	3%
-	109	32	77	21	38	14	36	60	49
No change	62%	69%	56%	67%	62%	60%	59%	62%	61%
-	1871	853	1018	353	626	310	581	925	946
		B							
Slightly less	14%	14%	15%	11%	12%	20%	16%	14%	15%
-	437	167	271	60	120	104	153	205	233
						a b			
Much less	17%	13%	21%	14%	19%	16%	18%	17%	18%
-	527	154	374	74	190	85	179	248	279
		A							
I don't know	2%	1%	2%	2%	1%	0%	2%	2%	2%
-	47	17	30	9	10	3	24	23	24
NET: More	5%	3%	6%	6%	6%	3%	5%	6%	4%
-	152	37	114	31	57	17	47	86	66
			a						
NET: Less	32%	26%	36%	25%	31%	36%	34%	30%	33%
-	965	320	644	134	310	189	332	453	512
			A			a	a		
Effective Column n	1737	324	1413	303	575	299	560	830	907
Unweighted base	2973	555	2418	519	984	512	958	1420	1553
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons																										
	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working						
Much more	3%	2%	2%	1%	1%	1%	0%	0%	1%	0%	1%	2%	1%	2%	1%	2%	1%	2%	1%	2%	1%					
	12	22		7	2	2		0	21	21		14	7	13	8	28		14								
Slightly more	7%	5%	2%	0%	0%	1%	3%	4%	3%	3%	7%	2%	5%	2%												
	32	53	23	0	2	2	47	62	18	29	44	18	81	28												
	c D F	c d f									c d f		B													
No change	63%	62%	59%	65%	65%	65%	60%	63%	60%	60%	60%	66%	61%	63%												
	267	599	572	221	433	212	969	902	414	554	384	518	935	928												
Slightly less	11%	12%	15%	21%	20%	19%	16%	13%	16%	16%	16%	11%	14%	15%												
	46	116	143	70	132	62	251	187	108	143	104	83	212	224												
				a b		a b																				
Much less	12%	17%	22%	14%	15%	16%	19%	16%	19%	19%	14%	17%	18%	17%												
	49	167	213	47	98	51	302	225	130	172	90	135	274	249												
			a																							
I don't know	4%	1%	1%	0%	0%	0%	1%	2%	1%	1%	1%	3%	1%	2%												
	19	14	12	1	1	1	18	28	5	14	9	20	14	32												
	b c d f													a												
NET: More	10%	8%	3%	1%	1%	1%	4%	6%	5%	4%	9%	3%	7%	3%												
	43	74	30	2	4	2	68	83	32	36	57	26	109	42												
	C D F	c D F									c d f		B													
NET: Less	22%	29%	37%	34%	34%	35%	34%	29%	34%	34%	30%	28%	31%	32%												
	95	284	356	117	230	113	552	412	237	315	194	218	486	472												
			A b	a		a																				
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846												
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448												
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 3

UK nation												Rurality						
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	2%	1%	1%	2%	2%	2%	0%	4%	1%	1%	2%	1%	0%	0%	2%	1%	**	
	5	4	2	5	5		1	13	3	1	39	2	0	0	34	8		
Slightly more	3%	2%	3%	5%	4%	4%	2%	8%	4%	3%	4%	2%	3%	1%	4%	3%	**	
	7	5	8	14	11		7	28	11	7	98	6	5	1	86	24		
No change	64%	67%	62%	68%	60%		70%	48%	63%	63%	62%	54%	60%	64%	62%	60%	**	
	179	190	155	198	166		197	161	189	156	1590	132	91	58	1405	466		
	E	E		E		G k												
Slightly less	11%	12%	13%	15%	16%		11%	13%	19%	16%	14%	21%	13%	11%	14%	14%	**	
	29	35	32	43	44		32	43	58	40	358	50	20	10	326	112		
Much less	19%	16%	18%	11%	16%		16%	24%	13%	18%	17%	20%	20%	22%	17%	20%	**	
	54	46	45	31	43		45	80	39	45	428	48	30	20	373	153		
I don't know	2%	1%	3%	1%	3%		1%	3%	0%	0%	1%	2%	4%	1%	1%	2%	**	
	5	3	6	2	7		2	11	1	0	36	4	6	1	33	12		
NET: More	5%	3%	4%	6%	6%		3%	12%	5%	3%	5%	3%	4%	1%	5%	4%	**	
	13	9	10	19	16		7	41	14	8	137	8	6	1	120	31		
							f k											
NET: Less	30%	29%	31%	25%	32%		27%	37%	32%	34%	31%	41%	33%	33%	31%	34%	**	
	83	81	77	75	87		77	123	97	85	786	99	50	30	699	264		
Effective Column n																		
	112	119	113	119	120		116	152	126	109	1086	223	217	212	1182	553	2	
Unweighted base	191	204	193	203	205		199	260	216	187	1858	381	371	363	2023	947	3	
Weighted base	279	283	249	293	276		284	336	300	249	2549	243	152	91	2257	774	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Personal letters (e.g. from a friend) by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage						
Column %																
Weighted counts																
Column																
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
Much more	7%	1%	3%	0%	1%	1%	4%	0%	1%	3%	5%	3%	1%	3%	1%	3%
	11	31	12	1	7	8	11	3	38	5						
	B		b f				b f									
Slightly more	14%	3%	3%	3%	4%	5%	5%	2%	4%	2%						
	23	87	13	14	23	31	14	14	105	4						
	B															
No change	44%	63%	64%	61%	61%	58%	52%	68%	61%	66%						
	73	1798	250	253	359	331	149	529	1739	124						
		A					d e									
Slightly less	20%	14%	9%	18%	16%	14%	13%	15%	14%	15%						
	33	404	35	77	91	82	38	114	410	27						
			a													
Much less	14%	18%	18%	17%	17%	20%	25%	13%	18%	11%						
	24	503	71	70	98	117	71	99	507	20						
						f										
I don't know	1%	2%	2%	1%	2%	1%	1%	2%	1%	4%						
	1	46	9	3	9	5	4	17	38	8						
							a									
NET: More	20%	4%	7%	4%	5%	7%	9%	2%	5%	5%						
	34	118	26	15	30	39	25	17	143	9						
	B					f	f									
NET: Less	35%	32%	27%	35%	32%	35%	38%	27%	32%	25%						
	57	907	106	148	189	199	109	213	917	47						
Effective Column n																
	106	1631	235	238	391	382	195	296	1676	56						
Unweighted base	181	2792	402	407	669	654	334	507	2869	95						
Weighted base	165	2869	391	419	587	574	286	777	2836	188						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	2%	1%	2%	3%	2%	1%	1%	2%	1%	
-	52	13	39	14	18	7	14	33	19	
Slightly more	10%	8%	12%	11%	10%	9%	12%	11%	10%	
-	316	102	214	58	95	46	117	166	150	
-	a									
No change	63%	70%	58%	63%	63%	63%	63%	62%	64%	
-	1907	856	1051	330	630	327	620	923	984	
-	B									
Slightly less	16%	14%	17%	15%	17%	15%	15%	15%	16%	
-	477	169	308	78	169	80	151	226	252	
Much less	8%	6%	9%	8%	8%	10%	7%	8%	7%	
-	236	72	164	40	80	50	68	122	114	
-	a									
I don't know	2%	1%	2%	2%	1%	2%	2%	1%	2%	
-	46	16	29	8	12	10	16	18	28	
-										
NET: More	12%	9%	14%	14%	11%	10%	13%	13%	11%	
-	368	115	253	72	113	52	131	198	170	
-	a									
NET: Less	24%	20%	26%	22%	25%	25%	22%	23%	24%	
-	714	241	473	117	248	130	218	348	366	
-	a									
Effective Column n	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	5%	2%	1%	0%	1%	1%	1%	2%	1%	1%	2%	2%	2%	2%	2%	2%									
	21	21	6	1	4	3	22	30	10	12	14	16	28	24											
	C d f																								
Slightly more	19%	11%	8%	8%	7%	6%	11%	10%	10%	11%	11%	10%	12%	8%											
	82	107	80	27	48	21	170	146	71	98	70	76	192	123											
	b c d F																								
No change	55%	61%	62%	71%	71%	72%	60%	66%	57%	63%	62%	69%	59%	66%											
	234	595	601	242	476	234	969	937	393	576	401	537	917	980											
	a b c																								
Slightly less	13%	14%	20%	15%	15%	14%	19%	12%	20%	18%	16%	9%	17%	14%											
	55	135	190	51	98	46	303	174	139	165	105	69	263	213											
	F																								
Much less	5%	10%	8%	6%	6%	6%	8%	8%	10%	6%	7%	8%	8%	8%											
	21	101	77	19	38	18	125	111	69	57	45	66	126	111											
	f																								
I don't know	3%	1%	2%	0%	1%	1%	1%	2%	1%	1%	2%	2%	1%	2%											
	13	12	17	0	5	4	18	27	7	12	10	17	18	24											
	-																								
NET: More	24%	13%	9%	8%	8%	7%	12%	12%	12%	12%	13%	12%	14%	10%											
	102	128	86	28	52	24	192	176	81	110	84	92	220	147											
	B C D F																								
NET: Less	18%	24%	28%	21%	20%	20%	27%	20%	30%	24%	23%	17%	25%	22%											
	76	236	267	71	135	65	429	285	207	221	150	135	389	324											
	a																								
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
	d e F																								
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Much more	1%	3%	2%	3%	1%	1%	2%	1%	0%	2%	2%	1%	0%	2%	1%	**	
	4	9	5	10	4	2	8	4	1	45	4	2	0	41	11		
Slightly more	8%	11%	16%	8%	8%	8%	16%	15%	8%	11%	8%	6%	4%	11%	9%	**	
	24	32	39	24	23	24	52	46	20	284	20	9	4	244	72		
No change	66%	64%	63%	70%	62%	65%	56%	58%	63%	63%	59%	65%	70%	63%	62%	**	
	184	180	158	206	170	186	187	173	158	1601	143	98	64	1423	482		
Slightly less	11%	11%	13%	9%	20%	18%	18%	18%	19%	15%	21%	17%	11%	16%	15%	**	
	32	32	33	27	54	52	59	54	48	391	51	25	10	360	116		
Much less	10%	9%	4%	8%	6%	5%	7%	8%	8%	7%	9%	10%	13%	7%	10%	**	
	27	27	10	22	17	16	25	24	21	187	22	15	12	160	76		
I don't know	3%	1%	2%	1%	3%	1%	2%	0%	1%	2%	1%	2%	1%	1%	2%	**	
	9	3	5	3	8	4	5	0	2	39	3	2	1	30	16		
NET: More	10%	15%	17%	12%	10%	9%	18%	16%	8%	13%	10%	7%	5%	13%	11%	**	
	27	41	43	34	27	26	60	49	21	329	24	10	4	285	83		
NET: Less	21%	21%	17%	17%	26%	24%	25%	26%	28%	23%	30%	27%	24%	23%	25%	**	
	59	58	43	49	71	68	84	78	69	579	73	40	22	520	192		
Effective Column n																	
	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2	
Unweighted base																	
	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3	
Weighted base																	
	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Letters from organisations that you have a relationship with by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage						
Column %																
Weighted counts																
Column																
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
Much more	7%	1%	1%	2%	1%	2%	3%	1%	3%	1%	3%	1%	2%	1%	2%	2%
	12	41	9	5	9	15	3	10	49	3						
	B															
Slightly more	17%	10%	10%	8%	11%	11%	15%	9%	11%	6%						
	28	288	37	36	66	60	44	73	304	11						
	b															
No change	50%	64%	67%	65%	60%	62%	48%	68%	62%	70%						
	83	1824	260	274	353	354	137	527	1770	131						
	a	E	E	e	e	E										
Slightly less	18%	16%	10%	17%	18%	17%	23%	13%	16%	16%						
	29	448	39	70	105	96	65	102	445	31						
				a		a f										
Much less	7%	8%	9%	8%	7%	8%	13%	6%	8%	4%						
	12	224	34	32	42	43	36	49	228	8						
I don't know	1%	2%	3%	0%	2%	1%	0%	2%	1%	2%						
	1	45	12	2	11	5	1	15	40	5						
NET: More	24%	11%	12%	10%	13%	13%	16%	11%	12%	7%						
	39	329	46	41	76	76	47	82	353	14						
	B															
NET: Less	25%	23%	19%	24%	25%	24%	35%	20%	24%	21%						
	42	672	72	102	147	139	101	152	673	39						
Effective Column n																
	106	1631	235	238	391	382	195	296	1676	56						
Unweighted base	181	2792	402	407	669	654	334	507	2869	95						
Weighted base	165	2869	391	419	587	574	286	777	2836	188						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	5%	3%	6%	5%	5%	3%	5%	5%	5%	4%
-	142	42	100	27	48	14	53	76	66	
			a							
Slightly more	15%	13%	17%	15%	13%	15%	17%	15%	15%	15%
-	461	162	298	80	134	79	168	228	233	
No change	50%	59%	44%	49%	51%	52%	49%	50%	51%	51%
-	1523	720	803	257	514	272	481	736	787	
		B								
Slightly less	16%	14%	18%	20%	16%	15%	15%	16%	16%	16%
-	499	171	328	103	165	80	151	245	254	
			a							
Much less	12%	10%	14%	10%	13%	12%	12%	12%	12%	12%
-	365	120	244	53	132	64	116	181	184	
			a							
I don't know	1%	1%	2%	1%	1%	2%	2%	1%	1%	1%
-	44	12	32	7	9	10	17	21	23	
NET: More	20%	17%	22%	20%	18%	18%	22%	20%	19%	19%
-	603	204	398	107	182	93	221	304	299	
			a							
NET: Less	28%	24%	32%	30%	30%	28%	27%	29%	28%	28%
-	864	291	573	157	297	143	266	425	438	
			A							
Effective Column n										
-	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column																									
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Much more	6%	5%	3%	4%	5%	6%	5%	5%	4%	5%	6%	4%	5%	4%											
	26	50	32	14	33	19	77	65	30	47	37	29	78	64											
Slightly more	11%	14%	14%	19%	22%	25%	16%	14%	18%	14%	18%	12%	14%	16%											
	46	135	132	64	147	83	254	207	121	133	114	92	220	239											
No change	53%	49%	49%	55%	51%	46%	48%	53%	47%	49%	47%	58%	49%	51%											
	226	479	480	187	338	152	767	757	321	446	306	451	760	756											
Slightly less	18%	17%	18%	10%	13%	15%	18%	15%	17%	19%	17%	13%	17%	15%											
	76	167	171	35	85	49	290	209	118	172	107	103	270	227											
Much less	8%	13%	15%	11%	9%	7%	13%	11%	13%	12%	11%	11%	13%	11%											
	36	129	141	36	59	23	204	160	93	112	71	89	201	164											
I don't know	3%	1%	1%	1%	1%	0%	1%	2%	1%	1%	2%	2%	1%	2%											
	15	10	13	4	6	1	16	28	7	10	10	17	15	25											
NET: More	17%	19%	17%	23%	27%	31%	21%	19%	22%	20%	23%	15%	19%	21%											
	73	185	165	78	180	102	331	272	151	180	151	121	299	302											
NET: Less	26%	30%	32%	21%	21%	22%	31%	26%	31%	31%	28%	25%	30%	27%											
	112	296	313	71	143	72	494	370	211	283	178	192	471	391											
Effective Column n	d		d f																						
	248	571	573	186	345	160	966	771	427	539	339	432	881	846											
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448											
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	5%	4%		5%	7%	3%		7%	6%	5%	5%	4%	3%	2%	4%	5% **			
	15	12		12	20	8	6	23	17	13	125	11	4	2	101	41			
Slightly more	17%	24%		17%	8%	11%	12%	14%	17%	15%	15%	16%	18%	12%	14%	18% **			
	48	69		44	23	31	33	47	51	37	382	40	28	11	324	136			
No change	48%	47%		47%	63%	46%	50%	47%	47%	54%	50%	52%	48%	61%	53%	42% **			
	135	133		118	183	127	142	158	140	135	1270	125	72	56	1198	324			
Slightly less	18%	12%		21%	12%	19%	19%	17%	19%	15%	17%	15%	15%	11%	16%	19% **			
	51	33		52	36	53	55	56	56	38	429	37	23	10	354	145			
Much less	11%	12%		8%	9%	17%	16%	13%	11%	10%	12%	11%	15%	13%	11%	15% **			
	29	34		19	28	47	46	43	32	25	304	27	22	12	245	119			
I don't know	0%	1%		2%	1%	3%	1%	3%	2%	0%	1%	1%	2%	1%	2%	1% **			
	1	2		6	2	9	3	8	5	1	37	3	3	1	35	9			
NET: More	23%	29%		22%	15%	14%	14%	21%	22%	20%	20%	21%	21%	14%	19%	23% **			
	63	81		56	43	39	39	70	67	50	507	51	32	13	425	177			
NET: Less	29%	24%		28%	22%	36%	35%	30%	29%	26%	29%	26%	30%	23%	27%	34% **			
	81	67		71	64	100	101	100	88	64	734	64	45	21	600	264			
Effective Column n															a				
	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553			
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947			
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Catalogues and brochures by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Much more	11%	4%	4%	6%	5%	5%	6%	4%	5%	4%	
	18	124	14	24	30	27	17	31	134	8	
	b										
Slightly more	21%	15%	14%	13%	17%	15%	14%	16%	15%	14%	
	35	426	55	55	101	89	40	121	433	27	
No change	44%	51%	56%	48%	48%	48%	43%	54%	50%	60%	
	72	1452	219	203	281	277	122	422	1405	112	
										a	
Slightly less	13%	17%	12%	20%	16%	18%	18%	16%	17%	16%	
	21	478	45	83	97	103	51	121	469	30	
Much less	9%	12%	13%	12%	11%	13%	19%	9%	12%	6%	
	15	350	50	51	66	74	54	69	353	10	
							f		b		
I don't know	3%	1%	2%	1%	2%	1%	1%	2%	1%	0%	
	4	40	10	2	13	4	2	13	42	1	
NET: More	32%	19%	17%	19%	22%	20%	20%	20%	20%	18%	
	53	550	68	80	130	116	57	152	567	35	
	b										
NET: Less	22%	29%	24%	32%	28%	31%	37%	24%	29%	21%	
	36	828	95	134	162	178	105	190	822	40	
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	1%	0%	2%	2%	1%	1%	1%	1%	1%	1%
	30	0	30	8	10	6	6	20	10	
	-		A							
Slightly more	4%	2%	6%	4%	3%	3%	5%	5%	4%	
	125	20	105	22	35	16	52	70	55	
	-		A							
No change	67%	78%	60%	69%	67%	70%	65%	68%	67%	
	2037	961	1076	364	674	362	637	1005	1031	
	-		B							
Slightly less	7%	5%	8%	8%	7%	6%	7%	7%	7%	
	211	63	148	41	68	32	71	104	107	
	-		a							
Much less	12%	8%	16%	9%	14%	12%	13%	13%	12%	
	378	93	286	49	138	60	131	187	191	
	-		A							
I don't know	8%	8%	9%	8%	8%	8%	9%	7%	10%	
	254	92	162	43	78	44	90	101	153	
	-								a	
NET: More	5%	2%	7%	6%	4%	4%	6%	6%	4%	
	155	20	135	31	45	21	57	89	65	
	-		A							
NET: Less	19%	13%	24%	17%	21%	18%	20%	20%	19%	
	589	155	434	90	206	92	201	291	298	
	-		A							
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 2

Age														SEG														Working status		
Column %																														
Weighted counts																														
Column																														
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working			
Much more	3%	12	2%	15	0%	3	0%	0	0%	0	0%	0	1%	15	1%	15	1%	7	1%	9	2%	10	1%	5	1%	20	1%	10		
	c																													
Slightly more	7%	28	6%	60	2%	21	3%	10	2%	16	2%	6	4%	66	4%	59	5%	32	4%	33	5%	34	3%	25	5%	84	4%	31		
	c f		c f																						b					
No change	61%	259	65%	630	69%	669	70%	237	72%	479	74%	241	66%	1069	68%	968	67%	462	66%	608	67%	435	68%	533	66%	1013	69%	1015		
										a																				
Slightly less	11%	47	7%	72	7%	63	4%	13	4%	28	5%	15	8%	125	6%	86	7%	56	7%	69	7%	44	5%	42	8%	125	6%	86		
Much less	10%	40	14%	134	13%	124	14%	46	12%	80	10%	34	13%	202	12%	176	13%	89	12%	113	12%	76	13%	100	13%	194	12%	184		
I don't know	9%	38	6%	61	9%	91	10%	34	10%	65	10%	31	8%	131	9%	123	6%	43	10%	88	7%	46	10%	77	7%	108	9%	139		
NET: More	9%	40	8%	75	2%	24	3%	10	2%	16	2%	6	5%	81	5%	73	6%	39	5%	42	7%	44	4%	30	4%	104	7%	139		
	C d f		C d f																						b					
NET: Less	21%	88	21%	205	19%	188	17%	59	16%	108	15%	49	20%	327	18%	262	21%	145	20%	182	19%	121	18%	142	21%	319	18%	270		
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846																
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448																
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474																
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B																

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 3

UK nation												Rurality						
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	0%	1%	1%	1%	0%	1%	1%	3%	1%	0%	1%	0%	1%	1%	1%	1%		
	1	3		1	1	4	4	9	4	1	28	0	1	1	24	6		
Slightly more	2%	4%	6%	3%	5%	2%	8%	5%	2%	4%	2%	5%	2%	4%	3%	**		
	7	11	16	10	15	4	27	15	6	110	5	8	2	100	25			
No change	64%	68%	60%	73%	61%	73%	59%	71%	73%	67%	70%	63%	75%	68%	64%	**		
	179	193	150	214	168	207	199	213	182	1704	169	96	68	1535	499			
Slightly less	7%	4%	6%	7%	11%	6%	7%	6%	8%	7%	6%	9%	4%	7%	6%	**		
	19	13	16	19	31	18	24	19	20	178	15	14	3	162	48			
Much less	9%	11%	11%	13%	13%	12%	16%	12%	13%	12%	13%	13%	13%	12%	14%	**		
	26	31	28	39	36	35	54	35	33	316	31	20	11	267	111			
I don't know	17%	11%	15%	3%	9%	6%	7%	5%	3%	8%	9%	9%	7%	7%	11%	**		
	46	32	38	9	24	16	23	16	8	211	23	14	6	169	85			
NET: More	3%	5%	7%	4%	7%	3%	11%	6%	3%	5%	2%	5%	2%	5%	4%	**		
	8	14	17	11	18	8	37	18	7	139	5	8	2	123	31			
NET: Less	16%	15%	18%	20%	24%	19%	23%	18%	21%	19%	19%	22%	16%	19%	21%	**		
	46	44	44	59	66	53	77	53	53	495	46	34	15	430	159			
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2		
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3		
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Magazines you subscribe to by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Much more	4%	1%	2%	0%	2%	2%	1%	0%	1%	2%	
	6	24	6	1	9	10	3	2	27	3	
	b										
Slightly more	16%	3%	3%	4%	5%	6%	5%	2%	4%	4%	
	26	99	12	17	27	36	14	19	118	7	
	B										
No change	48%	68%	68%	68%	65%	64%	62%	72%	67%	70%	
	80	1957	266	283	383	370	177	558	1900	132	
		A									
Slightly less	14%	7%	7%	9%	7%	7%	10%	5%	7%	7%	
	22	188	28	36	41	40	30	36	195	13	
	b										
Much less	16%	12%	11%	14%	13%	14%	14%	10%	13%	6%	
	26	353	42	60	78	80	41	77	367	11	
									b		
I don't know	3%	9%	9%	5%	8%	7%	8%	11%	8%	12%	
	5	249	37	22	49	39	22	85	229	22	
NET: More	20%	4%	5%	4%	6%	8%	6%	3%	5%	5%	
	32	122	18	18	36	45	17	21	145	10	
	B					f					
NET: Less	29%	19%	18%	23%	20%	21%	25%	15%	20%	13%	
	48	541	70	96	119	120	71	114	563	24	
	b										
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more		4%	4%	4%	6%	4%	1%	4%	3%	4%
	112	43	68	30	36	7	38	49	63	
	-			c						
Slightly more		19%	18%	19%	19%	17%	17%	21%	17%	21%
	574	222	352	102	175	88	210	253	321	
	-									
No change		64%	70%	60%	62%	65%	68%	60%	65%	62%
	1934	854	1080	329	656	355	594	974	961	
	-	B								
Slightly less		7%	4%	8%	7%	7%	7%	6%	7%	7%
	203	52	151	38	74	34	56	98	105	
	-		A							
Much less		6%	4%	7%	4%	5%	5%	7%	6%	5%
	170	44	126	24	54	28	65	89	82	
	-		a							
I don't know		1%	1%	2%	1%	1%	1%	2%	2%	1%
	41	12	29	6	7	7	22	24	17	
	-									
NET: More		23%	22%	23%	25%	21%	18%	25%	20%	25%
	686	266	420	131	212	94	248	302	383	
	-								a	
NET: Less		12%	8%	15%	12%	13%	12%	12%	13%	12%
	373	96	276	61	128	62	121	187	186	
	-		A							
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 2

	Age														SEG										Working status			
Column %																												
Weighted counts																												
Column																												
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Much more	7%	28	5%	50	3%	26	2%	8	1%	8	0%	0	4%	63	3%	49	4%	28	4%	34	3%	21	4%	28	4%	62	3%	46
	c F		f						-				-															
Slightly more	27%	116	22%	212	19%	186	12%	41	9%	60	6%	19	19%	300	19%	274	19%	130	18%	170	22%	142	17%	133	21%	322	17%	251
	c D F		d F		d F				-				-												b			
No change	52%	220	59%	575	64%	625	73%	249	77%	515	81%	266	63%	1020	64%	914	63%	434	64%	586	63%	404	65%	510	62%	955	66%	971
	a		A		A B c				-		A B C																	
Slightly less	9%	36	6%	62	7%	66	6%	19	6%	39	7%	20	7%	114	6%	89	7%	45	7%	69	7%	45	6%	44	7%	106	6%	95
									-				-															
Much less	3%	13	6%	62	5%	51	7%	24	7%	45	6%	21	6%	91	6%	79	6%	42	5%	49	4%	24	7%	54	5%	76	6%	94
									-				-															
I don't know	3%	12	1%	11	2%	18	0%	0	0%	1	0%	1	1%	21	1%	21	1%	9	1%	12	1%	9	2%	12	2%	23	1%	17
									-				-															
NET: More	34%	144	27%	262	22%	212	14%	49	10%	68	6%	19	23%	362	23%	323	23%	159	22%	204	25%	163	21%	161	25%	384	20%	298
	b C D F		c D F		d F		f		-				-												b			
NET: Less	12%	49	13%	123	12%	116	13%	43	13%	84	12%	41	13%	205	12%	167	13%	88	13%	118	11%	69	13%	98	12%	182	13%	189
									-				-															
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846														
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448														
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 3

	UK nation														Rurality				
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	3%	2%	4%	2%	7%	3%	4%	5%	5%	4%	4%	2%	2%	4%	3%	**			
	9	6	10	5	20	9	13	14	12	97	9	3	2	90	22				
Slightly more	15%	22%	26%	19%	26%	13%	19%	14%	17%	19%	19%	21%	16%	19%	20%	**			
	41	61	65	57	71	38	64	42	43	482	47	31	14	421	152				
No change	69%	64%	57%	67%	55%	72%	55%	71%	62%	64%	63%	62%	72%	64%	63%	**			
	194	181	141	195	152	204	186	213	155	1621	154	94	65	1442	491				
Slightly less	7%	6%	7%	6%	5%	5%	11%	6%	7%	7%	7%	7%	3%	7%	7%	**			
	19	16	18	18	14	16	37	18	16	171	18	10	3	149	53				
Much less	4%	4%	4%	6%	4%	6%	9%	4%	9%	6%	5%	6%	5%	6%	6%	**			
	12	12	11	16	12	17	29	13	21	142	13	10	5	125	44				
I don't know	2%	2%	2%	1%	2%	0%	2%	0%	1%	1%	1%	2%	2%	1%	2%	**			
	6	5	5	2	7	1	7	1	2	35	2	3	2	30	12				
NET: More	18%	24%	30%	21%	33%	16%	23%	19%	22%	23%	23%	23%	18%	23%	22%	**			
	49	68	75	62	91	46	76	56	55	579	56	35	16	511	174				
NET: Less	11%	10%	11%	12%	9%	12%	20%	10%	15%	12%	13%	13%	9%	12%	13%	**			
	30	29	29	34	26	33	66	30	38	314	31	20	8	274	97				
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Smaller parcels that fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Much more	10%	3%	4%	3%	3%	3%	3%	5%	4%	1%	
	16	96	16	12	16	19	9	41	110	2	
	b										
Slightly more	25%	19%	22%	16%	18%	20%	25%	17%	20%	7%	
	42	532	86	69	105	113	72	130	560	14	
									b		
No change	45%	65%	61%	67%	66%	62%	55%	67%	63%	72%	
	75	1860	237	280	389	353	156	518	1792	136	
		A									
Slightly less	8%	7%	6%	7%	7%	9%	8%	4%	6%	12%	
	13	190	22	29	42	53	23	34	180	22	
										a	
Much less	11%	5%	6%	6%	5%	6%	7%	5%	6%	5%	
	18	152	24	27	27	33	21	38	158	10	
	b										
I don't know	1%	1%	2%	1%	1%	1%	2%	2%	1%	2%	
	2	39	7	2	8	4	5	15	36	5	
NET: More	35%	22%	26%	19%	21%	23%	28%	22%	24%	8%	
	58	628	101	80	121	131	81	171	670	15	
	b								B		
NET: Less	18%	12%	12%	13%	12%	15%	15%	9%	12%	17%	
	30	342	46	56	68	86	44	72	338	33	
Effective Column n											
	106	1631	235	238	391	382	195	296	1676	56	
Unweighted base	181	2792	402	407	669	654	334	507	2869	95	
Weighted base	165	2869	391	419	587	574	286	777	2836	188	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Much more	5%	4%	5%	8%	4%	3%	4%	4%	5%	
	143	52	91	44	41	15	42	59	84	
	-			b c d						
Slightly more	16%	13%	18%	15%	17%	12%	18%	15%	17%	
	483	164	319	81	166	60	175	222	262	
	-		a							
No change	64%	73%	59%	63%	65%	69%	62%	66%	62%	
	1949	891	1058	330	651	358	610	987	962	
	-	B								
Slightly less	8%	6%	10%	8%	8%	9%	8%	8%	9%	
	251	72	179	44	80	48	78	116	135	
	-		a							
Much less	6%	3%	7%	4%	6%	6%	6%	5%	6%	
	168	36	132	21	56	30	61	81	87	
	-		A							
I don't know	1%	1%	2%	1%	1%	2%	2%	1%	1%	
	41	13	28	6	8	8	18	22	19	
	-									
NET: More	21%	18%	23%	24%	21%	15%	22%	19%	22%	
	626	217	409	126	208	75	218	281	345	
	-		a	c	c		c			
NET: Less	14%	9%	17%	12%	14%	15%	14%	13%	14%	
	419	108	311	65	136	78	139	197	222	
	-		A							
Effective Column n										
	1737	324	1413	303	575	299	560	830	907	
Unweighted base	2973	555	2418	519	984	512	958	1420	1553	
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 2

Age													Working status	
Column %	SEG													
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Much more	8%	7%	4%	2%	2%	1%	5%	4%	5%	5%	5%	5%	4%	6%
	32	65	35	7	11	4	82	61	37	45	31	30	87	56
	c d f	c d f			-		-	-						
Slightly more	22%	18%	16%	10%	9%	8%	17%	15%	15%	18%	15%	15%	17%	15%
	94	174	152	35	62	28	273	211	103	170	94	117	266	217
	c d F	d f	f		-		-	-						
No change	54%	62%	66%	74%	72%	70%	62%	67%	62%	62%	68%	66%	63%	65%
	230	599	640	251	479	228	993	956	425	568	440	515	974	961
		a		A b	-	a	-	-						
Slightly less	10%	7%	7%	8%	10%	12%	9%	7%	10%	9%	8%	7%	8%	9%
	41	70	70	29	69	40	146	105	67	79	49	56	122	128
					-		-	-						
Much less	4%	5%	6%	5%	6%	8%	6%	5%	7%	5%	4%	6%	5%	6%
	17	53	56	16	42	26	93	75	46	47	25	50	74	94
					-		-	-						
I don't know	3%	1%	2%	1%	1%	0%	1%	1%	2%	1%	1%	2%	1%	1%
	11	9	17	3	4	1	22	19	11	11	5	13	22	18
					-		-	-						
NET: More	30%	25%	19%	12%	11%	10%	22%	19%	20%	23%	19%	19%	23%	19%
	126	239	187	42	73	32	354	272	140	214	125	147	352	273
	c D F	c D F	d f		-		-	-					b	
NET: Less	14%	13%	13%	13%	17%	20%	15%	13%	16%	14%	11%	13%	13%	15%
	58	123	126	45	111	66	239	179	113	126	74	105	197	222
					-		-	-						
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 3

	UK nation														Rurality				
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Much more	2%	3%	8%	4%	7%	4%	4%	6%	7%	5%	4%	3%	2%	5%	4%	**			
	6	8	19	11	18	12	14	19	19	127	10	5	2	110	31				
Slightly more	15%	13%	18%	17%	20%	14%	13%	15%	14%	16%	19%	19%	14%	16%	16%	**			
	42	36	46	50	55	40	45	47	35	396	46	29	12	356	127				
No change	71%	67%	57%	68%	61%	69%	60%	64%	60%	64%	64%	60%	72%	65%	63%	**			
	199	189	142	200	168	195	202	191	150	1636	155	92	66	1463	485				
Slightly less	5%	9%	11%	5%	7%	8%	14%	9%	8%	9%	7%	9%	4%	8%	10%	**			
	14	25	28	16	18	23	47	26	20	217	17	14	3	177	74				
Much less	5%	6%	4%	4%	4%	5%	7%	6%	9%	5%	6%	6%	6%	5%	6%	**			
	14	17	10	13	11	13	22	17	22	140	14	8	6	123	44				
I don't know	2%	2%	2%	1%	2%	0%	2%	0%	1%	1%	1%	3%	2%	1%	2%	**			
	5	7	4	2	4	1	6	1	3	33	2	4	2	27	13				
NET: More	17%	16%	26%	21%	27%	18%	18%	22%	22%	21%	23%	22%	16%	21%	21%	**			
	48	44	65	61	74	52	59	65	54	523	56	34	14	466	159				
NET: Less	10%	15%	15%	10%	11%	13%	21%	14%	17%	14%	13%	15%	10%	13%	15%	**			
	27	42	38	29	29	36	69	43	43	357	31	22	9	300	117				
Effective Column n	112	119	113	119	120	116	152	126	109	1086	223	217	212	1182	553	2			
Unweighted base	191	204	193	203	205	199	260	216	187	1858	381	371	363	2023	947	3			
Weighted base	279	283	249	293	276	284	336	300	249	2549	243	152	91	2257	774	3			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Larger parcels that do not fit through a letterbox by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Comparisons												
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Much more	10%	4%	4%	3%	3%	6%	7%	5%	5%	2%		
	16	127	17	12	16	35	20	42	140	3		
	b											
Slightly more	21%	16%	16%	16%	16%	18%	16%	15%	17%	6%		
	35	449	63	65	91	101	47	116	471	12		
	b											
No change	51%	65%	64%	65%	67%	59%	62%	67%	64%	71%		
	83	1865	250	272	393	341	177	517	1809	134		
	a											
Slightly less	12%	8%	8%	10%	8%	10%	9%	6%	8%	12%		
	20	230	30	41	50	56	25	49	227	23		
	b											
Much less	6%	6%	6%	6%	5%	6%	6%	5%	6%	6%		
	9	159	23	24	29	37	17	38	157	11		
	b											
I don't know	1%	1%	2%	1%	1%	1%	1%	2%	1%	3%		
	1	40	8	4	8	4	2	15	33	6		
	b											
NET: More	31%	20%	21%	19%	18%	24%	23%	20%	22%	8%		
	51	575	80	78	108	136	67	158	611	15		
	b											
NET: Less	18%	14%	14%	16%	13%	16%	14%	11%	14%	18%		
	30	389	53	65	79	93	41	87	384	34		
	b											
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
	b											
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Much more	3%	3%	3%	5%	2%	2%	3%	4%	2%
	95	41	54	28	22	12	32	58	37
	-								
Slightly more	16%	13%	17%	16%	16%	15%	15%	15%	16%
	471	165	306	87	156	76	152	221	250
	-								
No change	66%	74%	61%	63%	68%	68%	66%	66%	66%
	2011	903	1108	333	678	351	649	988	1023
	-	B							
Slightly less	8%	6%	10%	9%	8%	8%	7%	8%	8%
	250	78	172	48	85	44	74	119	131
	-		a						
Much less	6%	3%	7%	4%	5%	6%	7%	6%	5%
	171	37	134	22	54	30	66	89	82
	-		A						
I don't know	1%	0%	2%	2%	1%	1%	1%	1%	2%
	36	4	32	8	9	7	12	12	24
	-		a						
NET: More	19%	17%	20%	22%	18%	17%	19%	19%	19%
	566	206	359	115	178	88	184	278	287
	-								
NET: Less	14%	9%	17%	13%	14%	14%	14%	14%	14%
	421	115	306	70	139	73	140	208	214
	-		A						
Effective Column n	1737	324	1413	303	575	299	560	830	907
	-								
Unweighted base	2973	555	2418	519	984	512	958	1420	1553
Weighted base	3034	1228	1806	527	1003	519	985	1487	1547
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 2

Age														Working status	
Column %															
Weighted counts															
Column															
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Much more	5%	5%	2%	0%	1%	1%	3%	3%	2%	4%	5%	2%	4%	2%	
	21	51	19	1	4	3	49	45	16	33	33	13	63	32	
	c d f	c d f									f		b		
Slightly more	20%	18%	15%	11%	11%	10%	16%	15%	17%	15%	15%	15%	17%	14%	
	85	170	144	39	72	33	255	216	119	136	98	119	264	206	
	f														
No change	60%	62%	69%	75%	72%	70%	66%	67%	64%	67%	66%	67%	65%	68%	
	256	603	669	255	483	228	1059	952	443	617	427	525	1001	998	
		a b		a b											
Slightly less	8%	8%	9%	7%	8%	10%	9%	8%	9%	8%	8%	8%	8%	8%	
	35	76	84	23	56	33	139	112	64	75	49	63	127	122	
Much less	4%	7%	5%	5%	7%	8%	6%	6%	6%	5%	5%	7%	5%	7%	
	15	63	47	19	46	28	89	82	41	48	30	52	71	100	
I don't know	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	12	8	10	4	7	3	17	19	6	11	9	10	19	17	
NET: More	25%	23%	17%	12%	11%	11%	19%	18%	20%	18%	20%	17%	21%	16%	
	107	221	162	40	76	36	304	261	135	169	130	131	326	238	
	c D F	c d F											b		
NET: Less	12%	14%	13%	12%	15%	18%	14%	14%	15%	13%	12%	15%	13%	15%	
	50	139	130	42	102	60	227	194	105	122	79	115	198	222	
Effective Column n	248	571	573	186	345	160	966	771	427	539	339	432	881	846	
Unweighted base	424	978	980	318	591	273	1653	1320	730	923	580	740	1508	1448	
Weighted base	425	971	971	340	667	327	1608	1426	689	919	645	781	1544	1474	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Much more	2%	3%		2%	5%	4%		3%	4%	6%	3%	0%	4%	1%	3%	3%		
	4	8		6	16	10	6	11	11	14	87	1	6	1	72	22		
Slightly more	12%	17%		21%	12%	20%	12%	15%	18%	14%	15%	17%	16%	12%	16%	15%		
	34	48		54	34	54	34	49	53	35	393	42	25	11	351	119		
No change	76%	67%		63%	73%	62%	70%	60%	63%	61%	66%	68%	61%	74%	67%	64%		
	213	189		158	214	172	198	203	188	151	1686	165	92	67	1516	494		
Slightly less	5%	8%		7%	5%	8%	11%	12%	10%	12%	9%	6%	9%	5%	8%	10%		
	13	23		16	14	22	31	40	30	29	218	15	14	4	174	77		
Much less	5%	4%		4%	4%	5%	5%	8%	5%	7%	5%	6%	8%	7%	5%	6%		
	14	12		11	13	14	13	27	16	18	138	15	12	6	120	50		
I don't know	0%	1%		2%	1%	2%	1%	2%	1%	1%	1%	2%	2%	2%	1%	2%		
	1	3		5	2	4	2	6	2	2	27	4	3	2	23	13		
NET: More	14%	20%		24%	17%	23%	14%	18%	21%	20%	19%	18%	20%	13%	19%	18%		
	39	56		60	50	64	39	60	64	49	480	43	31	12	423	141		
NET: Less	10%	12%		11%	9%	13%	16%	20%	15%	19%	14%	12%	17%	11%	13%	16%		
	27	35		27	27	36	44	67	46	47	355	30	26	10	294	127		
Effective Column n	112	119		113	119	120	116	152	126	109	1086	223	217	212	1182	553		
Unweighted base	191	204		193	203	205	199	260	216	187	1858	381	371	363	2023	947		
Weighted base	279	283		249	293	276	284	336	300	249	2549	243	152	91	2257	774		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change? Items requiring a signature by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Much more	7%	3%	2%	2%	3%	4%	5%	3%	3%	1%		
	11	84	6	8	15	25	14	27	93	2		
	b											
Slightly more	22%	15%	18%	17%	14%	17%	17%	13%	16%	7%		
	37	434	71	71	83	96	49	101	459	12		
								b				
No change	50%	67%	65%	68%	65%	64%	59%	72%	66%	75%		
	82	1929	256	284	379	365	169	558	1861	141		
		A							a			
Slightly less	14%	8%	7%	7%	12%	8%	10%	6%	8%	11%		
	23	227	28	29	71	47	28	47	229	21		
	b											
Much less	7%	6%	6%	6%	5%	7%	8%	5%	6%	5%		
	11	160	25	23	28	37	22	36	161	10		
I don't know	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%		
	1	35	5	4	11	3	4	9	34	2		
NET: More	29%	18%	20%	19%	17%	21%	22%	16%	19%	8%		
	48	518	78	78	98	122	63	127	551	14		
	b							b				
NET: Less	21%	13%	13%	12%	17%	15%	17%	11%	14%	16%		
	34	387	53	52	99	84	50	83	390	31		
	b											
Effective Column n												
	106	1631	235	238	391	382	195	296	1676	56		
Unweighted base	181	2792	402	407	669	654	334	507	2869	95		
Weighted base	165	2869	391	419	587	574	286	777	2836	188		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents; Base: All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QE11: Thinking about these different types of mail, would you say that you now receive them more or less often than two years ago? Or has there been no change?

Row %									
Column Comparisons									
Weighted counts									
	Much more	Slightly more	No change	Slightly less	Much less	I don't know	NET: More	NET: Less	
Addressed direct mail from organisations that you don't have a relationship with	10%	20%	47%	14%	8%	2%	30%	21%	
	e F	A D E F	A B D E F	a E F	F		-	-	
	300	613	1424	411	232	53	914	643	
Catalogues and brochures	5%	15%	50%	16%	12%	1%	20%	28%	
	F	A e F	A B D E F	A E F	A F		-	-	
	142	461	1523	499	365	44	603	864	
Smaller parcels that fit through a letterbox	4%	19%	64%	7%	6%	1%	23%	12%	
	F	A D E F	A B D E F	A F	a F		-	-	
	112	574	1934	203	170	41	686	373	
Newsletters, leaflets and promotions from organisations that you have a relationship with	5%	14%	53%	16%	10%	2%	20%	25%	
	F	A E F	A B D E F	A E F	A F		-	-	
	161	439	1615	474	299	46	600	774	
Larger parcels that do not fit through a letterbox	5%	16%	64%	8%	6%	1%	21%	14%	
	F	A D E F	A B D E F	A e F	F		-	-	
	143	483	1949	251	168	41	626	419	
Items requiring a signature	3%	16%	66%	8%	6%	1%	19%	14%	
	F	A D E F	A B D E F	A e F	A F		-	-	
	95	471	2011	250	171	36	566	421	
Letters from organisations that you have a relationship with	2%	10%	63%	16%	8%	2%	12%	24%	
		A e F	A B D E F	A B E F	A F		-	-	
	52	316	1907	477	236	46	368	714	
Bills, invoices and statements	3%	9%	51%	21%	15%	1%	12%	36%	
	F	A F	A B D E F	A B E F	A B F		-	-	
	80	281	1548	634	464	26	362	1098	
Invitations, greetings cards and postcards	1%	5%	64%	16%	12%	1%	6%	28%	
		A F	A B D E F	A B E F	A B F		-	-	
	45	148	1954	500	363	25	193	862	
Magazines you subscribe to	1%	4%	67%	7%	12%	8%	5%	19%	
		A	A B D E F	A B	A B D F	A B	-	-	
	30	125	2037	211	378	254	155	589	
Personal letters (e.g. from a friend)	1%	4%	62%	14%	17%	2%	5%	32%	
		A F	A B D E F	A B F	A B d F		-	-	
	42	109	1871	437	527	47	152	965	

Weight: Demographic, Geographic & Evaluative Weight; **Base:** All respondents; **Base:** All respondents (excl. Feb, Apr, June, Aug, Oct, Dec 2018)

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

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes	8%	3%	12%	9%	8%	8%	9%	8%	9%
	508	66	442	134	120	128	126	242	266
	-	A							
No	89%	97%	84%	88%	90%	89%	88%	90%	89%
	5395	2366	3029	1366	1358	1366	1305	2657	2738
	-	B							
I don't know	3%	1%	4%	3%	2%	2%	3%	2%	3%
	152	19	133	44	31	33	44	68	84
	-	A							
Effective Column n	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 2

Age														SEG										Working status							
Column %																															
Weighted counts																															
Column																															
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working				
Yes	10%	12%	6%	6%	5%	3%	7%	10%	8%	6%	11%	10%	9%	7%	10%	10%	11%	10%	10%	11%	10%	10%	9%	9%	7%	212					
	86	239	123	123	38	60	22	212	296	106	106	138	158	293	212																
	c d F		C D F		f		-		-		-		-		D		D		b												
No	85%	84%	92%	93%	95%	96%	92%	86%	91%	92%	87%	86%	88%	90%																	
	718	1630	1787	1787	596	1260	663	2939	2456	1235	1704	1134	1322	2755	2622																
			A B		A B		-		A B c		-		e f		E F										a						
I don't know	5%	4%	1%	1%	1%	1%	1%	2%	3%	1%	2%	4%	3%	2%																	
	44	68	28	28	5	12	7	58	94	18	40	31	63	78	68																
	C D F		c d f				-		-				c d																		
Effective Column n																															
	488	1158	1138	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685																
Unweighted base	831	1973	1938	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870																
Weighted base	848	1938	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902																
Columns	A		B		C		D		E		F		A		B		C		D		E		F		A		B				

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 3

UK nation													Rurality						
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Yes	6%	7%	10%	8%	8%	8%	13%	10%	10%	9%	5%	6%	4%	9%	8%	**			
	32	40	53	42	48	42	89	60	52	458	24	19	8	384	124				
	k																		
No	93%	91%	86%	90%	87%	90%	84%	87%	89%	88%	93%	92%	93%	89%	89%	**			
	492	520	456	489	492	483	586	517	461	4497	451	279	169	4009	1381				
	B																		
I don't know	1%	2%	4%	3%	4%	2%	3%	3%	1%	3%	2%	2%	3%	3%	2%	**			
	5	10	20	15	25	13	20	20	4	132	10	5	5	114	38				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QF1_1: In the last 3 months have you had to... Reduce your use of postage stamps so that you can afford essentials like food or heating by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability															
QJ6: Annual household income															
QJ2: Internet usage															
Column %															
Weighted counts															
Column															
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Yes	31%	7%	14%	8%	10%	9%	7%	4%	8%	8%			4%	8%	8%
	108	400	106	62	130	103	43	64	478	30					
	B		b d e F	f	F	F									
No	65%	91%	82%	90%	88%	88%	91%	94%	89%	91%					
	229	5167	638	728	1090	968	522	1448	5055	325					
		A		A	a	a	A	A C D							
I don't know	4%	2%	4%	2%	2%	3%	2%	2%	3%	1%					
	14	138	33	19	26	30	10	35	145	3					
Effective Column n	216	3268	475	470	817	747	380	595	3363	111					
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189					
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358					
Columns	A	B	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 1

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column											
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Yes		5%	1%	7%	5%	4%	5%	4%	5%	4%	
	275		28	247	73	66	72	64	143	132	
	-	A									
No		94%	98%	91%	93%	94%	94%	94%	94%	94%	
	5677	2412	3264	1444	1417	1431	1384	2779	2898		
	-	B									
I don't know		2%	0%	3%	2%	2%	2%	2%	2%	2%	
	105	11	93	27	26	24	27	45	59		
	-	A									
Effective Column n											
	3484	645	2838	892	870	878	844	1673	1811		
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085		
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 2

Age													SEG													Working status		
Column %																												
Weighted counts																												
Column																												
Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Yes	8%	7%	3%	2%	2%	2%	1%	4%	5%	4%	4%	5%	5%	6%	3%													
	66	140	49	14	20	7	127	148	61	66	64	83	184	91														
	C D F	C D F				-		-					B															
No	88%	90%	97%	97%	98%	99%	95%	93%	94%	95%	93%	92%	92%	96%														
	748	1749	1874	623	1306	683	3036	2641	1283	1753	1219	1422	2881	2775	A													
I don't know	4%	3%	1%	0%	0%	0%	1%	2%	1%	2%	2%	2%	2%	1%														
	34	49	15	3	6	3	46	58	15	32	21	38	61	36														
	C d F	c d f			-		-	-																				
Effective Column n																												
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 3

UK nation																Rurality					
Column %																					
Weighted counts																					
Column																					
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
Yes	4%	4%	5%	4%	6%	4%	9%	5%	2%	5%	2%	3%	2%	5%	4%	**					
	20	21	28	22	34	23	60	32	12	251	10	9	4	218	57						
							ik			-											
No	95%	95%	93%	94%	91%	94%	89%	93%	97%	93%	97%	95%	96%	93%	95%	**					
	506	539	491	514	516	504	620	554	502	4746	468	288	175	4209	1462						
										-											
I don't know	1%	2%	2%	2%	3%	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%	**					
	4	10	10	9	15	11	15	11	3	90	7	6	3	81	24						
										-											
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4					
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6					
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QF1_2: In the last 3 months have you had to... Cut back on essentials like food or heating so that you can afford to buy postage stamps by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Yes	23%	3%	6%	5%	5%	6%	6%	2%	4%	7%		
	80	195	48	40	69	61	33	24	250	25		
	B		F	f	F	F	F					
No	73%	95%	91%	94%	93%	93%	93%	97%	94%	92%		
	257	5420	707	758	1157	1023	535	1496	5334	330		
		A						A c d e				
I don't know	4%	2%	3%	2%	2%	2%	1%	2%	2%	1%		
	14	91	21	12	21	18	7	27	95	3		
	b											
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 1

Average	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Column Comparisons										
Mean estimated price of a 1st class stamp	0.89	0.70	1.02	0.93	0.88	0.87	0.88	0.90	0.87	
			A							
Effective Column n		861	3790	893	871	879	845	1673	1812	
Standard Deviation	1	0	1	1	1	1	1	1	1	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 2

	Age				SEG												Working status			
Average	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Column Comparisons	1.19		0.99		0.75		0.77		0.75		0.73		0.87	0.91	0.90	0.84	0.92	0.90	0.92	0.86
Mean estimated price of a 1st class stamp	b C D F		C D F																b	
Effective Column n	489		1164		1139		368		703		334		1912	1572	832	1079	696	876	1782	1685
Standard Deviation	1.22		1.11		0.61		0.84		0.74		0.64		0.86	1.00	0.95	0.78	1.00	1.01	0.95	0.90
Unweighted base	831		1973		1938		624		1192		568		3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848		1938		1938		640		1332		692		3210	2846	1359	1851	1304	1543	3126	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 3

UK nation																	Rurality															
Average	North East		North West		Yorkshire/Humberside		East Midlands		West Midlands		East Anglia/East of England		London/Greater London		South East		South West		Net: England		Scotland		Wales		N. Ireland		Urban		Rural		Unknown	
Column Comparisons													a b e f h k l m						-								b					
Mean estimated price of a 1st class stamp	0.84		0.83		0.90		0.89		0.86		0.86		1.11		0.85		0.96		0.90		0.82		0.81		0.77		0.91		0.83		**	
Effective Column n	220		242		229		234		245		231		307		256		226		2527		459		463		460		2419		1128		4	
Standard Deviation	0.84		0.86		0.90		0.98		0.80		0.90		1.24		0.72		1.16		0.96		0.75		0.89		0.54		0.97		0.78		0.35	
Unweighted base	374		412		390		398		417		393		522		435		385		3726		753		737		718		4043		1885		6	
Weighted base	530		570		529		546		565		538		695		598		517		5087		484		303		182		4507		1543		6	
Columns	A		B		C		D		E		F		G		H		I		J		K		L		M		A		B		C	

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

QF2: Giving your best guess, how much do you think a 1st class stamp costs today? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Average	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Column Comparisons											
Mean estimated price of a 1st class stamp	1.41	0.86	f	0.95	0.87	0.95	0.95	0.92	0.76	0.89	0.80
Effective Column n	B	216	3272	476	470	F	824	F	756	f	381
Standard Deviation	1.66	0.85	1.01	0.88	1.07	0.97	1.09	0.64	0.93	0.84	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 1

Average Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Mean estimated price of a 2nd class stamp	0.68	0.56	0.76	0.69	0.66	0.70	0.67	0.68	0.68	
Effective Column n	-	861	3790	893	871	879	845	1673	1812	
Standard Deviation	0.76	0.48	0.90	0.79	0.66	0.87	0.71	0.80	0.72	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 2

	Age						SEG						Working status	
Average	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Column Comparisons														
Mean estimated price of a 2nd class stamp	0.84	0.72	0.60	0.64	0.62	0.59	0.66	0.70	0.70	0.63	0.68	0.71	0.69	0.66
	b C d F	C f			-		-	-						
Effective Column n	489	1164	1139	368	703	334	1912	1572	832	1079	696	876	1782	1685
Standard Deviation	0.98	0.84	0.58	0.81	0.70	0.59	0.70	0.83	0.82	0.60	0.77	0.87	0.76	0.76
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 3

UK nation															Rurality																	
Average	North East		North West		Yorkshire/Humberside		East Midlands		West Midlands		East Anglia/East of England		London/Greater London		South East		South West		Net: England		Scotland		Wales		N. Ireland		Urban		Rural		Unknown	
Column Comparisons																																
Mean estimated price of a 2nd class stamp	0.64	0.65			0.62		0.67		0.67		0.62		0.81	0.78	0.70		0.69		0.60		0.63	0.62		0.69		0.64	**					
Effective Column n	220	242			229		234		245		231	c f k l m	307	256	226		2527		459		463	460		2419		1128					4	
Standard Deviation	0.67	0.84			0.49		0.74		0.63		0.49		0.95	1.06	0.90		0.79		0.55		0.70	0.58		0.79		0.66		0.59				
Unweighted base	374	412			390		398		417		393		522	435	385		3726		753		737	718		4043		1885		6				
Weighted base	530	570			529		546		565		538		695	598	517		5087		484		303	182		4507		1543		6				
Columns	A	B	C		D		E		F		G		H	I	J		K		L		M		A		B		C					

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

QF3: Giving your best guess, how much do you think a 2nd class stamp costs today? by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Average	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Column Comparisons											
Mean estimated price of a 2nd class stamp	1.15	0.65	0.71	0.66	0.73	0.70	0.74	0.59	0.67	0.79	
Effective Column n	B	216	3272	f	476	470	F	824	f	756	381
Standard Deviation	1.54	0.68	0.83	0.66	0.88	0.71	1.02	0.57	0.72	1.18	
Unweighted base	368	566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 65p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 67p March 2018) by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very good (1)	27%	30%	25%	28%	26%	27%	28%	28%	26%	
-	1643	728	915	434	398	405	406	839	804	
		b								
Fairly good	38%	40%	37%	38%	38%	39%	38%	39%	38%	
-	2314	969	1345	580	570	598	566	1147	1167	
Neither good nor poor	19%	17%	21%	19%	19%	19%	19%	17%	21%	
-	1163	405	758	290	293	295	286	515	648	
			A						a	
Fairly poor	10%	10%	11%	10%	10%	10%	11%	10%	11%	
-	628	238	390	158	157	156	158	299	328	
Very poor (5)	4%	3%	5%	3%	5%	4%	3%	4%	3%	
-	236	74	163	52	69	66	49	129	107	
			a							
I don't know	1%	2%	1%	2%	1%	1%	1%	1%	1%	
-	72	38	34	31	23	8	10	37	34	
				c						
NET: Good	65%	69%	63%	66%	64%	66%	66%	67%	64%	
-	3957	1697	2260	1014	968	1003	972	1986	1971	
		B								
NET: Poor	14%	13%	15%	14%	15%	15%	14%	14%	14%	
-	864	311	553	210	226	221	207	429	436	
			a							
Effective Column n										
-	3484	645	2838	892	870	878	844	1673	1811	
Average	2.2	2.2	2.3	2.2	2.3	2.3	2.2	2.2	2.3	
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	
Unweighted base	5873	1080	4793	1494	1466	1485	1428	2822	3051	
Weighted base	5984	2414	3571	1514	1486	1519	1465	2930	3054	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 65p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 67p March 2018) by Demographics Part 2

	Age												Working status		
Column %	SEG														
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Very good (1)	35%	27%	26%	25%	24%	24%	29%	26%	30%	27%	27%	25%	29%	26%	
	296	517	505	157	326	169	916	727	413	504	347	380	894	743	
	b C d f												b		
Fairly good	41%	40%	38%	36%	34%	33%	37%	39%	36%	38%	40%	39%	40%	37%	
	345	784	728	231	457	226	1192	1122	487	705	516	606	1244	1061	
	f												b		
Neither good nor poor	14%	18%	21%	21%	21%	22%	19%	20%	17%	20%	18%	21%	18%	20%	
	119	351	408	132	285	153	604	559	237	367	241	318	572	583	
	a														
Fairly poor	6%	10%	10%	14%	14%	13%	10%	10%	11%	10%	10%	11%	9%	11%	
	52	196	196	92	183	92	335	293	151	183	130	163	294	332	
	a												a		
Very poor (5)	2%	4%	5%	4%	4%	5%	4%	4%	5%	4%	4%	3%	3%	4%	
	19	71	89	23	59	35	133	103	64	69	50	53	107	130	
I don't know	2%	1%	1%	1%	2%	2%	1%	1%	1%	1%	1%	2%	0%	2%	
	17	20	13	6	22	17	29	42	7	22	19	23	15	53	
													A		
NET: Good	76%	67%	64%	61%	59%	57%	66%	65%	66%	65%	66%	64%	68%	62%	
	641	1301	1233	388	783	395	2108	1849	899	1209	864	985	2139	1804	
	B C D F												B		
NET: Poor	8%	14%	15%	18%	18%	18%	15%	14%	16%	14%	14%	14%	13%	16%	
	70	267	285	115	242	127	468	396	215	253	180	216	401	462	
	a												a		
Effective Column n															
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685	
Average	2.0	2.2	2.3	2.4	2.4	2.4	2.2	2.3	2.2	2.2	2.2	2.3	2.2	2.3	
Standard Deviation	1.0	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	1.1	
Unweighted base	813	1956	1926	621	1178	557	3229	2644	1408	1821	1172	1472	3020	2828	
Weighted base	831	1918	1925	635	1310	676	3180	2804	1351	1829	1285	1520	3111	2849	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF4: We can tell you that a first class stamp for a standard letter currently costs 65p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 67p March 2018) by Demographics Part 3

UK nation																Rurality				
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Very good (1)	22%	26%	28%	27%	25%	30%	32%	25%	26%	27%	27%	26%	33%	28%	25%	**				
	118	148	147	148	141	163	222	149	136	1372	133	78	60	1257	386					
Fairly good	43%	45%	33%	35%	39%	32%	37%	35%	41%	38%	40%	40%	42%	38%	38%	**				
	229	256	177	192	218	170	255	211	212	1921	196	120	77	1720	593					
Neither good nor poor	22%	14%	20%	20%	21%	19%	18%	24%	18%	20%	17%	19%	17%	19%	21%	**				
	114	78	108	109	119	101	128	146	93	996	81	57	30	836	324					
Fairly poor	7%	10%	13%	13%	10%	13%	9%	10%	9%	11%	11%	10%	5%	11%	10%	**				
	38	57	68	71	58	72	64	60	49	536	51	30	10	474	152					
Very poor (5)	5%	4%	4%	3%	4%	5%	3%	4%	4%	4%	4%	5%	1%	4%	5%	**				
	28	23	23	18	21	27	20	21	21	201	18	15	3	162	74					
I don't know	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	**				
	3	9	6	7	7	6	6	11	7	61	6	3	2	58	13					
NET: Good	65%	71%	61%	62%	64%	62%	69%	60%	67%	65%	68%	65%	75%	66%	63%	**				
	347	404	324	341	360	333	477	360	348	3293	329	198	137	2977	980					
NET: Poor	12%	14%	17%	16%	14%	18%	12%	14%	14%	14%	14%	15%	7%	14%	15%	**				
	66	79	91	89	79	98	84	81	70	737	69	45	13	637	226					
Effective Column n																				
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	2.3	2.2	2.3	2.3	2.3	2.3	2.1	2.3	2.2	2.3	2.2	2.3	2.0	2.2	2.3	3.1				
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1	1.1	1.1	1.1	0.9	1.1	1.1	0.7				
Unweighted base	373	407	384	392	411	388	517	431	378	3681	748	732	712	3995	1873	5				
Weighted base	527	561	523	538	557	532	689	587	510	5026	478	300	180	4449	1530	5				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

QF4: We can tell you that a first class stamp for a standard letter currently costs 65p. How would you rate Royal Mail's first class service in terms of value for money? (Price changed to 67p March 2018) by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very good (1)	28%	27%	23%	28%	25%	29%	32%	28%	27%	23%	
	98	1545	176	223	316	317	182	430	1555	82	
						a					
Fairly good	34%	38%	38%	39%	39%	41%	33%	38%	38%	38%	
	121	2193	292	313	486	446	192	585	2175	135	
Neither good nor poor	22%	19%	22%	22%	20%	17%	19%	17%	19%	18%	
	77	1086	171	177	247	190	110	267	1094	64	
Fairly poor	10%	10%	11%	8%	11%	10%	11%	11%	10%	15%	
	36	592	85	65	140	108	63	167	575	52	
										a	
Very poor (5)	4%	4%	5%	2%	4%	3%	5%	5%	4%	4%	
	15	221	37	18	45	37	29	71	222	13	
I don't know	1%	1%	2%	2%	1%	0%	0%	2%	1%	4%	
	4	67	16	14	11	3	0	27	58	13	
		d e	d							A	
NET: Good	62%	66%	60%	66%	64%	69%	65%	66%	66%	60%	
	219	3738	468	536	802	763	374	1015	3730	217	
					a						
NET: Poor	14%	14%	16%	10%	15%	13%	16%	15%	14%	18%	
	51	813	122	83	185	144	92	238	798	65	
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.3	2.2	2.4	2.2	2.3	2.2	2.2	2.3	2.2	2.4	
Standard Deviation	1.1	1.1	1.1	1.0	1.1	1.1	1.2	1.1	1.1	1.1	
Unweighted base	364	5509	795	793	1380	1268	647	990	5674	184	
Weighted base	347	5638	761	796	1235	1098	575	1520	5621	346	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF5: We can tell you that a second class stamp for a standard letter currently costs 56p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 58p March 2018 by Demographics Part 1

Methodology			Quarter					Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very good (1)	22%	25%	20%	24%	20%	23%	23%	23%	23%	22%
-	1358	623	735	372	303	345	338	671	687	
		B								
Fairly good	35%	36%	35%	33%	39%	35%	35%	35%	36%	36%
-	2144	893	1251	515	581	529	519	1029	1116	
	-									
Neither good nor poor	20%	16%	23%	20%	18%	21%	21%	19%	21%	21%
-	1218	395	823	309	270	327	313	559	659	
			A							
Fairly poor	15%	15%	15%	15%	17%	14%	15%	16%	15%	15%
-	917	372	545	233	251	216	217	460	457	
	-									
Very poor (5)	6%	5%	6%	6%	6%	6%	5%	7%	4%	3%
-	347	128	219	86	86	96	79	209	138	
	-							b		
I don't know	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%
-	72	40	32	30	19	14	9	40	32	
		b								
NET: Good	58%	62%	55%	57%	59%	57%	58%	57%	58%	58%
-	3502	1517	1985	887	884	874	857	1700	1802	
	-	B								
NET: Poor	21%	20%	21%	21%	22%	20%	20%	23%	19%	19%
-	1264	500	764	319	337	312	296	669	595	
	-							b		
Effective Column n										
-	3484	645	2838	892	870	878	844	1673	1811	
Average	2.5	2.4	2.5	2.4	2.5	2.5	2.4	2.5	2.4	2.4
Standard Deviation	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1
Unweighted base	5874	1079	4795	1495	1468	1481	1430	2818	3056	
Weighted base	5984	2411	3572	1515	1490	1513	1466	2927	3056	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q5: We can tell you that a second class stamp for a standard letter currently costs 56p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 58p March 2018 by Demographics Part 2)

	Age										SEG										Working status		
Column %																							
Weighted counts																							
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working									
Very good (1)	26%	22%	21%	23%	23%	23%	24%	21%	24%	24%	22%	20%	24%	21%	a								
	219	419	411	148	309	161	759	599	323	436	285	314	751	603									
Fairly good	36%	37%	35%	36%	33%	31%	34%	37%	34%	34%	38%	36%	36%	35%	b								
	305	713	682	229	444	215	1092	1052	463	629	491	561	1133	1006									
Neither good nor poor	17%	19%	22%	20%	21%	21%	19%	21%	18%	20%	20%	22%	19%	21%	c								
	142	369	432	127	275	148	619	599	243	376	258	341	596	610									
Fairly poor	15%	16%	15%	15%	15%	15%	16%	14%	16%	16%	14%	14%	15%	16%	d								
	126	304	283	98	204	106	517	400	223	294	182	218	461	454									
Very poor (5)	4%	6%	6%	5%	6%	7%	6%	6%	7%	5%	5%	6%	5%	6%	e								
	37	112	112	33	85	52	188	158	92	96	70	88	161	186									
I don't know	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%	f								
	18	21	18	6	16	10	35	38	14	20	18	19	25	44									
NET: Good	62%	58%	56%	59%	57%	54%	58%	58%	58%	58%	60%	57%	60%	55%	g								
	525	1132	1093	376	753	377	1851	1651	786	1065	776	876	1884	1609									
NET: Poor	19%	21%	20%	20%	22%	23%	22%	20%	23%	21%	19%	20%	20%	22%	h								
	163	416	396	131	289	158	705	558	315	390	252	307	622	640									
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685									
Average	2.3	2.5	2.5	2.4	2.5	2.5	2.5	2.5	2.5	2.4	2.4	2.5	2.4	2.5									
Standard Deviation	1.2	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.2	1.1	1.1	1.2	1.2									
Unweighted base	813	1958	1923	620	1180	560	3228	2646	1407	1821	1172	1474	3019	2830									
Weighted base	830	1917	1920	634	1317	682	3175	2809	1344	1830	1285	1523	3102	2858									
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q5: We can tell you that a second class stamp for a standard letter currently costs 56p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 58p March 2018 by Demographics Part 3)

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very good (1)	17%	21%	21%	23%	23%	23%	29%	25%	19%	20%	22%	24%	21%	30%	23%	21% **	
	91	118	112	126	129		157	171	114	105	1123	115	65	55	1027	331	
Fairly good	38%	39%	32%	33%	35%	28%	36%	36%	38%	35%	37%	35%	40%	35%	36%	36% **	
	203	221	168	180	197	149	254	217	196	1785	179	107	73	1581	563		
Neither good nor poor	21%	19%	22%	23%	20%	21%	18%	20%	21%	20%	17%	21%	17%	20%	20%	20% **	
	112	109	117	125	110	112	126	122	108	1041	81	65	32	899	316		
Fairly poor	15%	15%	19%	14%	16%	15%	14%	15%	14%	15%	16%	14%	8%	15%	15%	15% **	
	82	88	99	76	93	82	99	90	74	782	76	44	15	679	236		
Very poor (5)	6%	4%	6%	6%	5%	6%	6%	7%	6%	6%	6%	6%	3%	6%	6%	6% **	
	33	26	29	33	26	35	41	43	29	294	29	19	5	262	85		
I don't know	2%	2%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	1%	1% **	
	9	9	5	5	9	4	5	11	4	61	6	3	2	59	12		
NET: Good	56%	60%	53%	56%	58%	57%	61%	55%	58%	57%	61%	57%	71%	58%	58%	58% **	
	294	339	280	307	326	305	425	331	301	2909	293	172	128	2608	894		
NET: Poor	22%	20%	24%	20%	21%	22%	20%	22%	20%	21%	22%	21%	11%	21%	21%	21% **	
	115	113	128	109	119	116	139	133	104	1076	105	63	20	941	321		
Effective Column n											m	m					
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	2.5	2.4	2.6	2.5	2.4	2.4	2.4	2.5	2.5	2.5	2.4	2.5	2.1	2.5	2.5	3.1	
Standard Deviation	1.1	1.1	1.2	1.2	1.2	1.2	1.2	1.2	1.1	1.2	1.2	1.2	1.0	1.2	1.2	0.7	
Unweighted base	370	407	385	393	410	390	518	430	381	3684	748	731	711	3995	1874	5	
Weighted base	521	561	524	541	555	534	690	586	513	5026	478	300	180	4448	1531	5	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q5: We can tell you that a second class stamp for a standard letter currently costs 56p. How would you rate Royal Mail's second class service in terms of value for money? (Price changed to 58p March 2018 by Demographics Part 4)

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very good (1)	24%	22%	19%	23%	21%	24%	25%	22%	22%	22%	
	84	1274	148	190	264	269	146	341	1272	81	
Fairly good	39%	35%	33%	37%	36%	38%	29%	36%	35%	40%	
	135	2009	256	296	453	417	167	556	1995	145	
Neither good nor poor	18%	20%	23%	21%	21%	18%	22%	18%	20%	14%	
	62	1156	176	167	262	202	126	284	1163	48	
Fairly poor	14%	15%	15%	15%	16%	14%	16%	15%	15%	17%	
	49	868	113	119	199	155	93	237	857	60	
Very poor (5)	5%	6%	9%	4%	5%	5%	7%	6%	6%	5%	
	17	329	67	30	60	50	39	100	329	17	
I don't know	1%	1%	2%	1%	1%	1%	1%	2%	1%	2%	
	3	69	15	7	9	8	4	29	63	8	
NET: Good	63%	58%	52%	60%	58%	62%	54%	58%	58%	63%	
	220	3282	404	486	717	686	313	897	3267	225	
NET: Poor	19%	21%	23%	18%	21%	19%	23%	22%	21%	21%	
	66	1197	181	149	259	205	132	338	1186	77	
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.4	2.5	2.6	2.4	2.5	2.4	2.5	2.5	2.5	2.4	
Standard Deviation	1.1	1.2	1.2	1.1	1.1	1.1	1.2	1.2	1.2	1.2	
Unweighted base	364	5510	795	796	1383	1266	645	989	5675	185	
Weighted base	348	5636	761	803	1238	1093	571	1518	5616	351	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (Price changed to £1.25 March 2018 by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very good (1)		9%	13%	5%	8%	15%	6%	5%	6%	11%
	-	16	10	5	4	7	3	2	5	11
		b			d					a
Fairly good		22%	31%	15%	28%	18%	21%	22%	24%	21%
	-	41	25	16	13	8	10	10	20	21
		B								
Neither good nor poor		18%	13%	22%	22%	14%	17%	20%	17%	19%
	-	33	11	23	10	7	8	9	14	19
			a							
Fairly poor		23%	12%	31%	22%	26%	21%	21%	20%	26%
	-	42	10	32	10	12	10	10	16	26
			A							
Very poor (5)		23%	22%	23%	15%	21%	27%	28%	26%	20%
	-	41	18	24	7	10	13	12	22	20
I don't know		5%	7%	3%	5%	5%	6%	5%	6%	4%
	-	9	6	3	2	2	3	2	5	4
		b								
NET: Good		31%	45%	21%	36%	33%	28%	27%	30%	32%
	-	56	35	21	17	15	13	12	25	32
		B								
NET: Poor		46%	35%	54%	37%	48%	49%	49%	46%	45%
	-	83	27	56	17	22	22	22	38	45
			A							
Effective Column n		499	97	402	126	127	120	126	218	281
Average		3.3	3.0	3.5	3.1	3.2	3.4	3.5	3.4	3.2
Standard Deviation		1.3	1.4	1.2	1.2	1.4	1.3	1.3	1.3	1.3
Unweighted base		690	130	560	174	175	166	175	298	392
Weighted base		173	73	100	44	43	43	42	77	96
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents in Northern Ireland
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (Price changed to £1.25 March 2018 by Demographics Part 2)

Age														SEG										Working status			
Column %																											
Weighted counts																											
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working													
Very good (1)	8%	8%	9%	10%	10%	**		6%	11%	3%	8%	11%	12%	7%	10%												
	2	4	7	2	3			6	9	2	5	3	6	7	8												
					-		-																				
Fairly good	28%	26%	23%	14%	12%	**		24%	21%	21%	26%	22%	20%	25%	19%												
	6	13	18	3	4			23	17	9	14	7	10	25	15												
					-		-																				
Neither good nor poor	14%	22%	19%	21%	16%	**		17%	20%	16%	18%	16%	22%	19%	17%												
	3	11	15	4	5			17	16	7	10	5	11	19	14												
					-		-																				
Fairly poor	17%	27%	23%	25%	22%	**		24%	22%	28%	20%	21%	22%	24%	21%												
	4	13	18	5	7			24	18	13	11	7	11	24	17												
					-		-																				
Very poor (5)	25%	17%	22%	22%	33%	**		25%	20%	31%	21%	26%	15%	21%	25%												
	5	8	17	4	11			25	16	14	11	9	8	21	20												
					-		-																				
I don't know	9%	2%	5%	8%	7%	**		4%	6%	1%	6%	4%	8%	3%	8%												
	2	1	4	2	2			4	5	1	3	1	4	3	6												
					-		-																				
NET: Good	36%	33%	32%	24%	22%	**		30%	32%	24%	35%	32%	32%	33%	29%												
	8	16	25	5	7			30	27	11	19	11	16	33	24												
					-		-																				
NET: Poor	42%	43%	44%	47%	55%	**		49%	41%	59%	41%	47%	37%	45%	46%												
	9	21	35	10	17			49	34	26	22	16	19	45	37												
					-		-																				
Effective Column n										df																	
	52	163	214	49	70	21	297	202	137	160	86	116	287	209													
Average	3.2	3.2	3.3	3.4	3.6	3.9	3.4	3.2	3.6	3.2	3.3	3.1	3.3	3.3													
Standard Deviation	1.4	1.2	1.3	1.3	1.4	1.5	1.3	1.3	1.2	1.3	1.4	1.3	1.3	1.4													
Unweighted base	70	232	291	68	97	29	413	277	194	219	120	157	402	284													
Weighted base	20	48	75	19	30	11	95	77	44	52	31	46	97	75													
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B													

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

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (Price changed to £1.25 March 2018 by Demographics Part 3)

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very good (1)	**	**	**	**	**	**	**	**	**	**	**	**	**	9%	9%	7% **		
														16	10	5		
														-				
Fairly good	**	**	**	**	**	**	**	**	**	**	**	**	**	22%	24%	20% **		
														41	27	14		
														-				
Neither good nor poor	**	**	**	**	**	**	**	**	**	**	**	**	**	18%	19%	17% **		
														33	21	12		
														-				
Fairly poor	**	**	**	**	**	**	**	**	**	**	**	**	**	23%	21%	27% **		
														42	23	19		
														-				
Very poor (5)	**	**	**	**	**	**	**	**	**	**	**	**	**	23%	21%	25% **		
														41	24	18		
														-				
I don't know	**	**	**	**	**	**	**	**	**	**	**	**	**	5%	5%	4% **		
														9	6	3		
														-				
NET: Good	**	**	**	**	**	**	**	**	**	**	**	**	**	31%	33%	27% **		
														56	37	19		
														-				
NET: Poor	**	**	**	**	**	**	**	**	**	**	**	**	**	46%	42%	51% **		
														83	47	36		
														-				
Effective Column n															a			
		0	0	0	0	0	0	0	0	0	0	0	0	499	298	202		
																0		
Average														3.3	3.2	3.4		
Standard Deviation														1.3	1.3	1.3		
Unweighted base		0	0	0	0	0	0	0	0	0	0	0	0	690	408	282		
Weighted base		0	0	0	0	0	0	0	0	0	0	0	0	173	105	68		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QF6: It currently costs £1.17 to send a standard letter from Northern Ireland to the Republic of Ireland. How would you rate this service in terms of value for money? (Price changed to £1.25 March 2018 by Demographics Part 4)

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Weighted counts											
Column Comparisons											
Very good (1)	**			8%	9%	4%	5%	3%	7%	15%	9% **
				14	2	1	2	1	1	10	15
Fairly good	**			23%	30%	20%	14%	19%	15%	28%	22% **
				39	6	3	5	6	2	18	37
Neither good nor poor	**			18%	14%	18%	21%	24%	19%	15%	19% **
				32	3	3	7	8	3	10	33
										b	
Fairly poor	**			23%	18%	23%	32%	25%	33%	16%	24% **
				40	4	4	11	8	5	11	40
Very poor (5)	**			22%	21%	26%	23%	28%	24%	19%	22% **
				39	4	4	8	9	3	13	37
I don't know	**			5%	8%	9%	5%	1%	1%	6%	4% **
				9	2	1	2	0	0	4	7
NET: Good	**			31%	39%	24%	19%	22%	23%	43%	31% **
				54	8	4	7	7	3	28	52
					c				c d		
NET: Poor	**			46%	39%	49%	55%	53%	57%	36%	46% **
				79	8	7	19	17	8	24	77
Effective Column n											
		28		472	51	47	123	115	57	107	485
											13
Average		3.2		3.3	3.1	3.5	3.6	3.6	3.5	3.0	3.3
Standard Deviation		1.5		1.3	1.4	1.2	1.2	1.2	1.2	1.4	1.3
Unweighted base		39		651	71	64	168	163	81	143	673
Weighted base		8		165	18	14	33	32	14	62	162
Columns	A	B		A	B	C	D	E	F	A	B

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

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
1st class – all the time	26%	34%	20%	24%	23%	29%	28%	27%	26%
	1577	842	736	373	353	445	406	788	790
		B				b			
1st class – most of the time	23%	21%	25%	22%	25%	23%	23%	24%	23%
	1421	521	900	345	383	356	336	714	708
			a						
1st and 2nd class in equal amounts	18%	17%	18%	17%	19%	16%	18%	18%	17%
	1067	406	661	268	287	251	261	532	535
2nd class – most of the time	21%	17%	24%	23%	21%	20%	21%	18%	24%
	1286	425	861	361	317	305	303	538	748
			A						A
2nd class – all the time	6%	4%	8%	6%	7%	5%	7%	6%	6%
	375	100	275	89	111	78	97	191	184
			A						
I never send letters or cards	4%	5%	3%	6%	3%	5%	3%	6%	3%
	248	124	124	88	44	73	43	165	83
		b		b d				B	
I don't know	1%	1%	1%	1%	1%	1%	2%	1%	1%
	82	34	48	20	14	19	29	41	41
NET: (Mostly) 1st class	50%	56%	45%	46%	49%	53%	50%	51%	48%
	2999	1362	1636	718	736	802	742	1502	1497
		B							
NET: (Mostly) 2nd class	27%	21%	32%	29%	28%	25%	27%	25%	30%
	1661	525	1136	451	428	383	400	729	932
			A						A
Effective Column n									
	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 2

Age													Working status	
Column %	SEG													
Weighted counts														
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
1st class – all the time	26%	29%	30%	21%	17%	12%	26%	27%	28%	24%	27%	27%	28%	23%
	217	565	574	137	221	84	820	757	381	439	348	410	890	680
	F	d F	d F	f	-	-	-	-					B	
1st class – most of the time	23%	25%	24%	24%	21%	19%	24%	23%	23%	25%	23%	22%	25%	22%
	195	484	463	150	279	129	780	642	318	462	298	344	791	629
					-	-	-	-					b	
1st and 2nd class in equal amounts	21%	17%	17%	17%	16%	16%	17%	18%	17%	17%	20%	16%	19%	16%
	176	335	337	107	219	112	554	513	232	322	261	251	596	466
					-	-	-	-					b	
2nd class – most of the time	15%	18%	19%	29%	33%	37%	23%	19%	23%	24%	19%	19%	18%	24%
	124	349	373	184	440	257	744	542	306	438	250	292	570	711
			a	A B C	-	A B C d	-	-						A
2nd class – all the time	4%	4%	6%	8%	11%	13%	6%	7%	5%	6%	5%	8%	4%	8%
	33	80	121	49	141	93	187	188	72	115	66	121	134	238
			b	a b	-	A B C d	-	-						A
I never send letters or cards	10%	5%	2%	1%	2%	2%	3%	5%	3%	3%	5%	6%	4%	5%
	84	102	41	9	20	11	93	155	38	55	64	90	109	137
	B C D F	C d f			-	-	-	-			c d	c d		
I don't know	2%	1%	2%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%
	19	24	30	3	10	6	31	50	11	20	16	34	36	42
					-	-	-	-						
NET: (Mostly) 1st class	49%	54%	53%	45%	38%	31%	50%	49%	51%	49%	50%	49%	54%	45%
	412	1049	1037	288	501	213	1600	1399	699	901	646	753	1681	1308
	F	a d F	d F	F	-	-	-	-					B	
NET: (Mostly) 2nd class	19%	22%	25%	36%	44%	50%	29%	26%	28%	30%	24%	27%	23%	33%
	157	428	494	232	582	349	932	730	379	553	316	413	704	949
			a	A B C	-	A B C D	-	-						A
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight, Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF7. When sending letters or cards, which service do you tend to use by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons																	
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
1st class – all the time	27%	27%	26%	28%	28%	24%	28%	29%	20%	27%	20%	27%	28%	28%	20%	**	
	141	152	137	155	160	130	195	175	103	1349	97	81	51	1270	305		
										-				b			
1st class – most of the time	19%	26%	23%	23%	25%	22%	24%	22%	28%	23%	24%	23%	24%	23%	25%	**	
	99	146	121	125	139	119	168	129	143	1190	117	71	44	1035	385		
										-							
1st and 2nd class in equal amounts	20%	17%	19%	19%	16%	16%	18%	16%	17%	18%	16%	16%	23%	17%	18%	**	
	106	98	103	101	92	87	126	97	86	896	79	49	42	782	283		
										-							
2nd class – most of the time	21%	18%	24%	20%	21%	22%	18%	21%	23%	21%	26%	23%	18%	20%	26%	**	
	109	105	126	110	119	118	125	128	118	1057	127	70	32	887	399		
										-				A			
2nd class – all the time	8%	7%	4%	7%	4%	8%	5%	6%	8%	6%	6%	6%	3%	6%	7%	**	
	44	42	23	37	21	43	37	36	39	322	29	17	6	262	112		
										-							
I never send letters or cards	4%	4%	3%	2%	6%	5%	3%	4%	5%	4%	5%	5%	2%	5%	2%	**	
	19	22	14	13	32	27	21	27	27	204	26	14	4	209	39		
										-				b			
I don't know	2%	1%	1%	1%	0%	2%	3%	1%	0%	1%	2%	0%	2%	1%	1%	**	
	12	5	5	4	2	13	23	5	1	69	8	0	4	61	21		
										-			I				
NET: (Mostly) 1st class	45%	52%	49%	51%	53%	46%	52%	51%	48%	50%	44%	50%	52%	51%	45%	**	
	240	298	259	280	299	249	363	305	246	2539	214	152	94	2305	690		
										-				b			
NET: (Mostly) 2nd class	29%	26%	28%	27%	25%	30%	23%	27%	30%	27%	32%	29%	21%	26%	33%	**	
	153	147	149	147	140	161	162	164	157	1380	156	88	38	1149	511		
										-	m			A			
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QF7: When sending letters or cards, which service do you tend to use by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
1st class – all the time	28%	26%	25%	25%	23%	25%	29%	29%	26%	21%	
	97	1480	191	205	286	271	169	455	1493	75	
1st class – most of the time	24%	23%	21%	23%	26%	24%	25%	21%	24%	18%	
	86	1336	161	189	325	269	146	331	1353	65	
1st and 2nd class in equal amounts	18%	18%	17%	18%	17%	18%	16%	19%	18%	20%	
	62	1005	128	143	212	193	93	297	995	70	
2nd class – most of the time	17%	21%	20%	21%	25%	23%	18%	18%	21%	24%	
	60	1227	153	169	317	257	106	285	1200	85	
2nd class – all the time	7%	6%	11%	7%	5%	6%	5%	5%	6%	9%	
	25	350	84	59	66	68	28	70	344	30	
I never send letters or cards	4%	4%	5%	4%	2%	3%	5%	6%	4%	6%	
	15	233	36	32	31	33	30	85	224	22	
I don't know	2%	1%	3%	2%	1%	1%	1%	2%	1%	3%	
	6	76	23	13	9	10	4	24	69	10	
NET: (Mostly) 1st class	52%	49%	45%	49%	49%	49%	55%	51%	50%	39%	
	183	2816	353	394	611	540	315	786	2846	140	
NET: (Mostly) 2nd class	24%	28%	30%	28%	31%	29%	23%	23%	27%	32%	
	85	1576	237	229	383	324	133	355	1544	116	
Effective Column n	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Speed of delivery	72%	71%	73%	73%	73%	71%	71%	71%	68%	76%
	2155	961	1194	521	537	566	531	1024	1131	
	-								A	
What stamps I have to hand	20%	19%	20%	23%	20%	18%	18%	18%	18%	21%
	586	254	333	164	148	145	130	275	311	
	-									
Security (i.e. that items sent will reach their destination intact)	15%	13%	16%	14%	15%	17%	14%	14%	14%	15%
	447	183	264	101	111	135	101	217	230	
	-									
Value for money	15%	12%	18%	13%	18%	16%	14%	16%	16%	15%
	462	168	294	96	133	132	101	233	229	
	-		a							
Value of the item to be sent	12%	9%	14%	12%	16%	11%	8%	12%	11%	
	350	126	224	87	116	90	58	185	165	
	-		a		d					
I don't want others to think that I don't want to use a 1st class stamp	4%	2%	6%	3%	5%	6%	3%	5%	4%	
	130	33	97	23	39	45	23	72	57	
	-		A							
Other	2%	2%	1%	1%	1%	2%	2%	2%	2%	
	48	31	17	5	10	19	15	25	23	
	-									
No particular reason	5%	8%	3%	5%	3%	5%	8%	6%	4%	
	155	102	53	37	19	41	58	94	62	
	-	B				b				
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	
	9	4	5	2	2	4	1	7	2	
	-									
Effective Column n										
	1627	345	1282	405	416	415	392	791	836	
Unweighted base	2830	600	2230	705	723	721	681	1376	1454	
Weighted base	2999	1362	1636	718	736	802	742	1502	1497	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 1st class post for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 2

	Age										SEG					Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Speed of delivery	73%	70%	72%	68%	73%	79%	73%	71%	72%	73%	70%	72%	71%	73%				
	301	739	749	196	365	169	1163	991	503	660	452	539	1196	956				
					-		-	-										
What stamps I have to hand	11%	17%	22%	29%	27%	26%	22%	17%	23%	21%	19%	16%	19%	21%				
	47	174	228	83	138	55	344	243	159	185	124	118	317	269				
			a b	A B	-	a b	-	-										
Security (i.e. that items sent will reach their destination intact)	20%	16%	12%	13%	13%	14%	16%	14%	16%	16%	12%	15%	15%	14%				
	83	171	126	37	67	30	252	195	110	142	81	114	254	189				
	c				-		-	-										
Value for money	19%	19%	14%	9%	9%	7%	16%	15%	19%	14%	15%	15%	16%	14%				
	77	198	145	27	43	16	255	208	131	124	95	112	268	189				
	d f	c d f			-		-	-										
Value of the item to be sent	15%	14%	11%	6%	6%	7%	12%	11%	11%	13%	12%	10%	13%	10%				
	63	144	112	17	32	14	193	157	79	115	79	78	219	131				
	d	d			-		-	-										
I don't want others to think that I don't want to use a 1st class stamp	4%	7%	3%	1%	3%	4%	5%	4%	6%	4%	5%	3%	4%	5%				
	17	70	30	3	13	9	74	55	40	35	30	25	70	60				
		c d			-		-	-										
Other	1%	1%	3%	2%	1%	0%	2%	1%	2%	1%	2%	1%	2%	1%				
	4	9	29	6	7	1	27	21	16	11	16	5	29	19				
					-		-	-										
No particular reason	3%	5%	5%	7%	7%	5%	5%	6%	4%	5%	4%	8%	4%	6%				
	14	57	52	22	33	11	72	83	30	42	25	58	71	84				
					-		-	-										
I don't know	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%				
	5	3	0	0	0	0	1	8	0	1	4	4	3	6				
	c				-		-	-										
Effective Column n	216	604	570	146	238	91	866	761	367	499	325	436	902	720				
Unweighted base	376	1050	991	254	413	159	1506	1324	638	868	566	758	1569	1252				
Weighted base	412	1049	1037	288	501	213	1600	1399	699	901	646	753	1681	1308				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 1st class post for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Speed of delivery	77%	74%	70%	68%	63%	75%	70%	69%	76%	71%	76%	72%	76%	71%	75%	**		
	184	221	182	192	189	187	256	212	187	1810	164	109	72	1637	515			
What stamps I have to hand	17%	15%	16%	32%	16%	17%	23%	23%	23%	20%	17%	15%	15%	18%	24%	**		
	40	44	41	89	48	41	83	71	56	514	36	23	14	419	166			
Security (i.e. that items sent will reach their destination intact)	16%	16%	8%	b c e k l	15%	18%	14%	24%	6%	13%	15%	13%	15%	21%	15%	14%	**	
	40	48	21	42	54	36	86	18	32	376	29	22	20	350	97			
Value for money	12%	15%	18%	h	12%	18%	8%	c H	28%	11%	15%	16%	12%	10%	23%	16%	14%	**
	30	44	46	34	54	21	102	32	36	400	25	16	22	363	98			
Value of the item to be sent	6%	13%	11%	10%	9%	9%	a b d F H i k l	23%	6%	18%	12%	7%	6%	23%	12%	10%	**	
	15	39	28	29	27	21	84	18	44	305	15	9	22	279	71			
I don't want others to think that I don't want to use a 1st class stamp	2%	4%	4%	4%	3%	3%	A c d e f H K L	10%	2%	a h k l	5%	3%	2%	5%	4%	5%	**	
	4	11	11	10	10	8	37	7	18	116	6	3	5	95	35			
Other	1%	2%	0%	4%	1%	2%	0%	3%	2%	2%	2%	2%	0%	2%	1%	**		
	1	5	1	12	3	4	0	10	5	40	5	3	0	41	7			
No particular reason	6%	6%	6%	3%	8%	3%	2%	10%	3%	5%	5%	6%	4%	6%	2%	**		
	14	18	14	8	24	9	6	31	9	132	11	9	4	138	17			
I don't know	0%	1%	0%	1%	0%	2%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**		
	0	2	0	2	0	4	0	0	0	8	0	1	1	7	2			
Effective Column n	102	118	108	109	114	95	149	119	103	1018	186	217	207	1140	485	2		
Unweighted base	177	206	188	190	199	165	259	207	179	1770	323	377	360	1983	843	4		
Weighted base	240	298	259	280	299	249	363	305	246	2539	214	152	94	2305	690	4		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who tend to use 1st class post for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF8: Which, if any, of these describe your reasons for using 1st class postage all or most of the time? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column K:											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Speed of delivery	64%	72%	72%	75%	70%	75%	73%		70%	72%	65%
	118	2037	254	297	426	402	229		546	2057	91
What stamps I have to hand	20%	20%	17%	19%	18%	20%	23%		20%	19%	25%
	36	551	61	74	112	106	74		159	546	34
Security (i.e. that items sent will reach their destination intact)	21%	15%	14%	13%	14%	15%	11%		18%	15%	15%
	38	409	50	53	87	83	35		139	420	21
Value for money	27%	15%	14%	15%	14%	17%	13%		18%	15%	10%
	50	413	49	59	83	90	42		139	441	14
Value of the item to be sent	B										
	24%	11%	12%	10%	10%	11%	12%		14%	12%	7%
	44	307	42	41	62	61	37		106	336	9
I don't want others to think that I don't want to use a 1st class stamp	B										
	8%	4%	6%	2%	5%	6%	3%		4%	4%	5%
	14	115	20	8	29	30	9		33	118	6
Other	0%	2%	1%	0%	3%	1%	1%		2%	2%	1%
	0	48	5	1	17	7	2		17	47	2
No particular reason	5%	5%	7%	6%	5%	4%	3%		7%	5%	7%
	8	147	24	23	28	19	9		53	144	10
I don't know	1%	0%	1%	0%	0%	0%	0%		1%	0%	0%
	1	8	2	1	1	1	0		4	7	0
Effective Column n											
	113	1515	217	220	378	340	191		281	1582	41
Unweighted base	196	2634	377	382	658	591	333		489	2751	71
Weighted base	183	2816	353	394	611	540	315		786	2846	140
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 1st class post for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Cost of postage	49%	42%	53%	51%	47%	50%	50%	50%	48%	51%
	1349	390	959	364	337	319	329	604	745	
	-		A							
Speed of delivery	40%	36%	42%	38%	42%	39%	42%	40%	41%	
	1102	339	763	273	301	250	278	504	597	
	-		a							
What stamps I have to hand	25%	22%	27%	27%	28%	24%	21%	24%	26%	
	682	202	480	192	197	153	139	299	383	
	-		a							
Value of the item to be sent	21%	15%	24%	19%	22%	22%	20%	21%	20%	
	567	140	428	139	155	140	134	269	298	
	-		A							
Security (i.e. that items sent will reach their destination intact)	8%	4%	9%	8%	9%	6%	8%	8%	7%	
	210	42	169	57	66	37	51	103	107	
	-		A							
I don't want others to think that I don't want to use a 1st class stamp	2%	1%	2%	2%	2%	2%	2%	2%	2%	
	53	8	45	14	16	12	11	29	24	
	-		a							
Other	3%	5%	1%	3%	4%	2%	2%	3%	2%	
	74	49	25	22	26	15	11	38	36	
	-		B							
No particular reason	6%	7%	5%	7%	4%	6%	7%	6%	5%	
	155	69	85	47	27	38	43	80	75	
	-		b							
I don't know	0%	0%	1%	0%	1%	1%	0%	0%	0%	
	12	1	11	1	4	4	3	6	6	
	-									
Effective Column n	1682	252	1430	435	420	415	412	789	893	
Unweighted base	2809	421	2388	726	702	693	688	1317	1492	
Weighted base	2728	931	1797	719	715	633	661	1261	1467	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 2

	Age											SEG					Working status			
Column %																				
Weighted counts																				
Column Comparisons	16-24 years 25-44 years 45-64 years 65-74 years 65+ (Net) 75+ years ABC1 C2DE AB C1 C2 DE											Working Not working								
Cost of postage	45%	52%	53%	44%	44%	45%	47%	50%	49%	49%	51%	46%	51%	51%	48%	51%	48%			
	151	393	440	149	364	215	742	607	297	445	268	339	660	684						
Speed of delivery	41%	40%	40%	44%	41%	38%	42%	38%	45%	40%	39%	37%	41%	40%						
	136	307	334	149	325	176	629	473	275	353	226	247	527	567						
What stamps I have to hand	26%	22%	26%	23%	26%	29%	26%	23%	26%	27%	27%	21%	24%	26%						
	86	166	219	77	211	134	390	291	156	234	153	138	310	370						
Value of the item to be sent	33%	25%	17%	17%	15%	14%	19%	22%	20%	19%	24%	21%	23%	19%						
	109	192	145	56	122	65	289	279	121	167	141	138	300	263						
Security (i.e. that items sent will reach their destination intact)	b C D F	c d F											b							
	12%	10%	6%	5%	6%	6%	7%	8%	8%	7%	8%	8%	8%	7%						
	39	77	49	18	45	27	110	100	49	61	49	52	110	99						
I don't want others to think that I don't want to use a 1st class stamp	c d f	c																		
	4%	3%	1%	0%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%						
	14	23	12	1	4	3	24	29	12	12	12	16	30	22						
Other	d f																			
	2%	1%	3%	7%	4%	2%	4%	1%	3%	4%	2%	1%	2%	3%						
	8	10	24	22	32	10	57	17	19	38	10	6	31	43						
No particular reason	6%	6%	6%	b		5%	5%		7%	4%	5%	4%	10%	5%	6%					
	22	44	52	12	37	25	70	85	23	46	21	64	70	85						
I don't know	2%	0%	0%		0%	0%														
	6	3	1		1	1	0	5	6	2	3	1	5	8	3					
Effective Column n	211	488	532	215	451	236	977	705	441	535	336	369	808	867						
Unweighted base	353	815	888	359	753	394	1631	1178	737	894	561	617	1349	1447						
Weighted base	333	763	831	340	801	462	1485	1242	611	875	578	665	1300	1416						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 3

	UK nation												Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Cost of postage	47%	52%	38%	55%	58%	46%	47%	40%	53%	48%	58%	49%	63%	49%	50%	**		
	122	126	95	136	133	115	134	104	130	1095	136	67	50	949	399			
			c		ch					-	ch		chl					
Speed of delivery	44%	35%	45%	43%	39%	35%	40%	49%	35%	41%	42%	37%	34%	41%	39%	**		
	115	86	112	107	90	86	117	127	85	925	99	50	27	796	306			
What stamps I have to hand	20%	23%	25%	19%	26%	31%	32%	20%	33%	25%	24%	23%	18%	24%	26%	**		
	52	56	63	46	60	77	91	53	80	578	58	32	14	470	210			
Value of the item to be sent	19%	23%	20%	22%	25%	18%	25%	23%	19%	21%	14%	18%	26%	20%	23%	**		
	49	56	50	54	58	44	72	60	46	489	32	25	21	382	183			
Security (i.e. that items sent will reach their destination intact)	6%	5%	9%	5%	9%	5%	14%	9%	7%	8%	6%	8%	7%	8%	8%	**		
	15	12	22	13	22	14	42	24	16	180	15	11	5	149	61			
I don't want others to think that I don't want to use a 1st class stamp	1%	2%	1%	2%	3%	1%	6%	2%	1%	2%	2%	1%	0%	2%	1%	**		
	2	4	2	5	7	2	16	5	2	45	6	1	0	43	9			
Other	2%	2%	5%	4%	1%	4%	1%	2%	1%	2%	5%	4%	1%	3%	3%	**		
	5	6	13	9	2	9	2	5	4	55	12	6	1	51	23			
No particular reason	5%	4%	7%	3%	4%	8%	10%	4%	8%	6%	3%	5%	4%	6%	5%	**		
	13	11	18	9	8	20	29	10	19	136	8	7	3	112	42			
I don't know	0%	0%	1%	0%	1%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%	**		
	0	1	3	1	2	1	1	1	0	10	1	1	1	10	2			
Effective Column n	105	110	111	113	114	119	137	126	114	1050	232	201	199	1096	585	1		
Unweighted base	176	184	186	189	191	198	229	210	191	1754	387	335	333	1830	977	2		
Weighted base	259	245	252	248	232	248	288	261	243	2276	236	137	80	1932	794	2		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50, **Base:** Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QF9: Which, if any, of these influence your decision to use 1st or 2nd class stamps? by Demographics Part 4

Column % Weighted counts Column Comparisons	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Cost of postage	48%	49%	58%	47%	50%	53%	52%	42%	50%	49%	
	71	1278	212	176	299	274	116	271	1258	90	
			f			f					
Speed of delivery	30%	41%	41%	43%	42%	42%	45%	34%	41%	29%	
	44	1058	150	162	250	217	103	221	1048	53	
		a							b		
What stamps I have to hand	25%	25%	26%	23%	27%	23%	28%	25%	25%	21%	
	37	645	94	84	159	120	62	163	642	40	
Value of the item to be sent	20%	21%	23%	21%	22%	22%	19%	18%	22%	8%	
	29	538	82	77	134	113	43	118	552	15	
								B			
Security (i.e. that items sent will reach their destination intact)	12%	7%	7%	7%	10%	7%	8%	6%	8%	5%	
	17	193	27	25	61	38	17	42	201	10	
I don't want others to think that I don't want to use a 1st class stamp	9%	2%	3%	2%	2%	1%	2%	2%	2%	2%	
	13	40	10	9	14	5	5	10	49	3	
	B										
Other	1%	3%	3%	2%	3%	2%	1%	4%	3%	1%	
	2	72	10	8	16	12	3	25	72	2	
No particular reason	8%	6%	4%	5%	6%	4%	5%	8%	6%	8%	
	12	142	15	18	34	22	12	54	141	14	
I don't know	1%	0%	1%	0%	0%	0%	1%	1%	0%	0%	
	2	10	3	0	1	2	2	4	10	1	
Effective Column n	92	1591	223	227	409	379	174	270	1620	60	
Unweighted base	153	2656	372	379	683	633	291	451	2705	100	
Weighted base	147	2581	365	372	595	518	226	652	2539	186	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who tend to use 2nd class post, or 1st and 2nd class post in equal amounts, for sending letters or cards
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 1

Methodology		Quarter					Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very reliant (1)	37%	45%	32%	36%	32%	40%	41%	34%	40%	
	2239	1098	1140	555	477	606	601	1011	1227	
	-	B				b	B		A	
Fairly reliant	39%	34%	42%	40%	41%	37%	36%	38%	39%	
	2338	839	1499	622	615	569	533	1131	1206	
	-		A							
Neither reliant nor not reliant	12%	8%	14%	11%	14%	11%	12%	13%	11%	
	723	201	522	175	206	170	172	396	327	
	-		A					b		
Not very reliant	8%	8%	8%	7%	10%	8%	7%	9%	7%	
	483	194	289	103	152	123	105	263	220	
	-									
Not at all reliant (5)	4%	5%	3%	5%	4%	3%	4%	5%	3%	
	236	116	120	77	54	52	53	141	95	
	-	b						b		
I don't know	1%	0%	1%	1%	0%	0%	1%	1%	0%	
	37	3	34	13	6	7	11	24	13	
	-		a							
NET: Reliant	76%	79%	73%	76%	72%	77%	77%	72%	79%	
	4576	1937	2639	1177	1091	1175	1134	2143	2434	
	-	B							A	
NET: Not reliant	12%	13%	11%	12%	14%	11%	11%	14%	10%	
	719	310	409	180	206	175	158	404	315	
	-							b		
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	2.0	1.9	2.1	2.0	2.1	2.0	2.0	2.1	1.9	
Standard Deviation	1.1	1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.0	
Unweighted base	5889	1095	4794	1502	1476	1486	1425	2825	3064	
Weighted base	6019	2448	3571	1532	1503	1520	1464	2943	3076	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very reliant (1)	21%	32%	41%	46%	48%	50%	38%	36%	40%	37%	37%	34%	34%	40%											
	179	628	789	294	642	348	1224	1015	540	683	488	527	1063	1169											
Fairly reliant		A	A B	A B	-	A B c	-	-							A										
	38%	40%	38%	38%	38%	38%	39%	38%	40%	39%	38%	38%	39%	38%											
	326	770	739	242	503	261	1255	1083	538	716	500	583	1221	1108											
Neither reliant nor not reliant	19%	13%	11%	8%	7%	6%	11%	13%	9%	13%	11%	15%	13%	10%											
	158	252	222	52	92	40	348	375	116	231	143	232	418	301											
Not very reliant	b C D F	d F	f	-	-	-	-	-	-	c	-	C e	b	-											
	13%	9%	7%	5%	5%	5%	8%	8%	8%	8%	8%	8%	9%	7%											
	106	173	137	35	67	33	253	230	106	146	109	121	275	207											
Not at all reliant (5)	b C d F	f		-	-	-	-	-																	
	8%	5%	2%	3%	2%	1%	4%	4%	4%	3%	4%	4%	4%	4%											
	67	95	46	17	27	10	117	119	55	62	54	64	126	105											
I don't know	b C d F	c f		-	-	-	-	-																	
	1%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	0%											
	11	20	5	0	1	0	13	24	3	11	8	16	23	12											
NET: Reliant	60%	72%	79%	84%	86%	88%	77%	74%	79%	76%	76%	72%	73%	78%											
	505	1398	1528	536	1145	609	2478	2098	1078	1400	989	1109	2285	2277											
NET: Not reliant		A	A B	A B	-	A B C	-	-	f						A										
	21%	14%	9%	8%	7%	6%	12%	12%	12%	11%	13%	12%	13%	11%											
	174	268	183	52	94	43	370	349	161	209	164	185	401	312											
	B C D F	c d F		-	-	-	-	-																	
Effective Column n																									
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Average	2.5	2.1	1.9	1.8	1.7	1.7	2.0	2.1	2.0	2.0	2.0	2.1	2.1	2.0											
Standard Deviation	1.2	1.1	1.0	1.0	0.9	0.9	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1											
Unweighted base	817	1950	1932	623	1190	567	3240	2649	1415	1825	1177	1472	3011	2851											
Weighted base	836	1918	1933	640	1332	692	3196	2822	1356	1840	1296	1526	3104	2890											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

OG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very reliant (1)	33%	33%	36%	42%	39%	39%	35%	35%	39%	37%	35%	40%	43%	37%	38% **			
	175	190	188	229	222	209	245	210	199	1868	171	122	78	1647	592			
										-								
Fairly reliant	46%	40%	39%	37%	35%	34%	38%	38%	39%	38%	42%	35%	38%	38%	41% **			
	246	228	205	201	200	185	262	229	203	1958	205	106	69	1711	625			
										-								
Neither reliant nor not reliant	11%	11%	15%	11%	11%	13%	14%	13%	11%	12%	9%	12%	11%	13%	10% **			
	57	65	77	62	65	68	94	79	58	624	42	37	20	565	153			
										-			b					
Not very reliant	8%	10%	6%	7%	8%	8%	7%	9%	9%	8%	9%	8%	5%	8%	7% **			
	43	56	31	39	43	45	51	54	48	410	41	23	9	378	105			
										-								
Not at all reliant (5)	2%	5%	4%	2%	6%	5%	5%	4%	2%	4%	5%	4%	2%	4%	4% **			
	8	26	24	13	31	26	36	24	8	196	23	13	4	179	57			
										-								
I don't know	0%	1%	1%	0%	1%	1%	1%	0%	0%	1%	1%	0%	1%	1%	1% **			
	1	5	5	2	3	4	7	3	2	31	3	1	2	28	10			
										-								
NET: Reliant	79%	73%	74%	79%	75%	73%	73%	73%	78%	75%	77%	75%	81%	75%	79% **			
	421	418	393	430	422	395	507	438	402	3826	375	229	147	3358	1217			
										-			c	a c				
NET: Not reliant	10%	14%	10%	9%	13%	13%	13%	13%	11%	12%	13%	12%	7%	12%	11% **			
	52	82	54	51	75	71	87	78	56	606	65	36	13	557	162			
										-								
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.0	2.1	2.0	1.9	2.0	2.1	2.1	2.1	2.0	2.0	2.0	2.0	1.8	2.0	2.0	2.8		
Standard Deviation	1.0	1.1	1.1	1.0	1.2	1.1	1.1	1.1	1.0	1.1	1.1	1.1	1.0	1.1	1.0	0.4		
Unweighted base	373	407	386	395	414	389	515	432	383	3694	748	735	712	4012	1871	6		
Weighted base	529	565	524	543	562	534	688	595	515	5056	482	301	180	4479	1533	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QG1_1: How much would you say you rely on the postal services for sending and receiving... Letters and cards by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
Q6: Annual household income											
Q2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very reliant (1)	39%	37%	35%	36%	36%	32%	32%	44%	36%	57%	
	137	2102	274	294	451	352	185		683	2029	205
								a b c D e		A	
Fairly reliant	31%	39%	36%	39%	42%	43%	40%	34%	39%	25%	
	110	2227	283	315	519	471	232	518	2242	91	
		a			f	f			B		
Neither reliant nor not reliant	16%	12%	14%	13%	11%	11%	13%	11%	12%	9%	
	56	667	106	108	143	125	72	169	686	32	
Not very reliant	9%	8%	9%	8%	7%	10%	7%	7%	8%	7%	
	33	451	73	68	87	105	43	106	458	26	
Not at all reliant (5)	3%	4%	4%	3%	3%	4%	7%	4%	4%	1%	
	11	225	32	21	36	43	42	62	230	4	
							b c		b		
I don't know	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	
	4	34	8	4	9	5	2	8	34	1	
NET: Reliant	71%	76%	72%	75%	78%	75%	72%	78%	75%	82%	
	247	4329	557	609	970	823	416	1201	4271	296	
										a	
NET: Not reliant	12%	12%	14%	11%	10%	13%	15%	11%	12%	8%	
	43	676	105	89	124	148	84	169	688	30	
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.0	2.0	2.1	2.0	2.0	2.1	2.2	1.9	2.0	1.7	
Standard Deviation	1.1	1.1	1.1	1.0	1.0	1.1	1.2	1.1	1.1	1.0	
Unweighted base	362	5527	799	794	1379	1266	646	1005	5688	187	
Weighted base	347	5672	769	806	1237	1096	573	1539	5645	357	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very reliant (1)	39%	43%	35%	39%	33%	42%	40%	35%	42%		
	2339	1063	1276	605	500	637	596	1053	1285		
	-	B		b		B	b		A		
Fairly reliant	39%	35%	41%	39%	39%	39%	37%	39%	38%		
	2339	847	1493	600	590	599	549	1154	1186		
	-		A								
Neither reliant nor not reliant	13%	10%	15%	12%	16%	12%	12%	15%	11%		
	773	233	540	182	236	179	176	433	340		
	-		A		a c			b			
Not very reliant	6%	7%	5%	6%	8%	4%	6%	6%	6%		
	359	167	192	95	114	62	87	183	176		
	-				c						
Not at all reliant (5)	3%	5%	2%	3%	4%	3%	3%	4%	2%		
	185	119	66	50	53	44	38	115	70		
	-	B						b			
I don't know	1%	1%	1%	1%	1%	0%	2%	1%	1%		
	61	23	38	12	15	6	28	30	32		
	-					c					
NET: Reliant	77%	78%	77%	78%	72%	81%	78%	74%	80%		
	4678	1909	2768	1205	1090	1236	1146	2207	2471		
	-			b		B	b		A		
NET: Not reliant	9%	12%	7%	9%	11%	7%	8%	10%	8%		
	544	286	258	145	167	106	125	297	246		
	-	B			c			b			
Effective Column n											
	3484	645	2838	892	870	878	844	1673	1811		
Average	2.0	1.9	2.0	1.9	2.1	1.9	1.9	2.0	1.9		
Standard Deviation	1.0	1.1	0.9	1.0	1.1	1.0	1.0	1.1	1.0		
Unweighted base	5880	1088	4792	1506	1469	1486	1419	2824	3056		
Weighted base	5995	2428	3566	1533	1494	1521	1447	2938	3057		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very reliant (1)	33%	39%	42%	38%	37%	37%	40%	37%	40%	41%	38%	36%	39%	38%											
	280	756	805	241	498	257	1296	1042	538	758	492	550	1218	1116											
Fairly reliant	a																								
	42%	40%	38%	35%	36%	37%	39%	39%	39%	38%	42%	36%	40%	38%											
Neither reliant nor not reliant	359	768	732	224	481	257	1236	1103	536	700	544	559	1237	1093											
Not very reliant	15%	12%	12%	14%	13%	12%	12%	14%	11%	12%	11%	16%	13%	13%											
	131	230	242	87	171	84	375	399	144	231	147	251	392	373											
Not at all reliant (5)	c d e																								
	5%	5%	6%	10%	8%	7%	6%	6%	7%	5%	6%	7%	5%	7%											
I don't know	42	93	113	63	110	48	181	178	90	91	73	105	153	206											
NET: Reliant	3%	4%	2%	3%	4%	5%	3%	3%	3%	3%	3%	4%	3%	3%											
	25	71	36	19	52	34	91	94	44	47	39	55	101	83											
NET: Not reliant	a																								
	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	2%	1%	1%											
Effective Column n	11	20	11	6	19	13	30	31	7	23	8	23	25	33											
Average	75%	79%	79%	73%	73%	74%	79%	75%	79%	79%	80%	72%	79%	76%											
	639	1523	1537	465	979	514	2532	2145	1074	1459	1037	1109	2454	2208											
Standard Deviation																									
	8%	8%	8%	13%	12%	12%	8%	10%	10%	7%	9%	10%	8%	10%											
Unweighted base	68	165	149	81	163	81	272	271	134	138	112	160	254	288											
Weighted base	c																								
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Columns																									
	2.0	1.9	1.9	2.0	2.0	2.0	1.9	2.0	1.9	1.9	1.9	2.1	1.9	2.0											
A	1.0	1.0	1.0	1.1	1.1	1.1	1.0	1.0	1.0	1.0	1.0	1.1	1.0	1.0											
	820	1951	1924	623	1185	562	3230	2650	1411	1819	1177	1473	3009	2846											
B	837	1918	1927	634	1313	679	3179	2815	1352	1828	1296	1520	3101	2870											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very reliant (1)	37%	47%	37%	37%	41%		37%	35%	37%	38%	38%	38%	40%	44%	38%	40% **		
	198	268	197	202	232		197	242	223	196	1955	183	122	79	1721	617		
										-								
Fairly reliant	42%	35%	37%	31%	39%		38%	43%	39%	41%	38%	42%	38%	38%	38%	40% **		
	220	199	195	169	223		202	299	233	214	1954	203	115	68	1727	610		
										-								
Neither reliant nor not reliant	11%	11%	15%	17%	11%		17%	11%	13%	13%	13%	11%	10%	9%	13%	11% **		
	61	65	80	91	62		93	77	80	68	676	52	29	16	595	175		
										-								
Not very reliant	6%	6%	6%	10%	5%		4%	7%	5%	6%	6%	5%	9%	4%	6%	5% **		
	31	32	32	52	26		23	46	31	29	301	23	27	7	278	81		
										-								
Not at all reliant (5)	2%	0%	4%	4%	3%		4%	3%	4%	1%	3%	5%	3%	4%	3%	3% **		
	9	2	20	24	14		21	23	25	7	146	23	9	7	132	53		
			b	b		b		b		-	b		b					
I don't know	2%	1%	1%	1%	1%		0%	1%	1%	0%	1%	0%	1%	2%	1%	0% **		
	11	5	5	8	7		2	8	5	3	55	1	2	4	53	6		
										-				b				
NET: Reliant	79%	82%	74%	68%	81%		74%	78%	76%	79%	77%	79%	78%	81%	77%	80% **		
	418	466	392	371	455		399	542	456	410	3909	385	236	148	3448	1228		
	d	d			d		d		d	-	d				c			
NET: Not reliant	8%	6%	10%	14%	7%		8%	10%	9%	7%	9%	10%	12%	8%	9%	9% **		
	40	34	52	76	40		44	68	56	36	447	46	36	14	410	134		
										-								
Effective Column n																		
	220	242	229	234	245		231	306	255	226	2187	442	433	422	2373	1107	4	
Average	1.9	1.8	2.0	2.1	1.9		2.0	2.0	2.0	1.9	2.0	2.0	2.0	1.8	2.0	1.9	2.6	
Standard Deviation	0.9	0.9	1.1	1.2	1.0		1.0	1.0	1.1	0.9	1.0	1.1	1.1	1.0	1.0	1.0	0.5	
Unweighted base	371	407	386	394	410		391	515	430	384	3688	751	734	707	4001	1874	5	
Weighted base	519	565	524	538	557		536	687	592	514	5032	484	301	178	4453	1537	5	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QG1_2: How much would you say you rely on the postal services for sending and receiving... Parcels by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		Q6: Annual household income					Q2: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Very reliant (1)		39%	39%	35%	40%	38%	37%	37%	42%	39%	33%
		136	2202	271	325	472	405	210	655	2213	119
Fairly reliant		34%	39%	35%	37%	39%	43%	42%	37%	40%	25%
		119	2220	268	299	484	478	241	568	2246	91
Neither reliant nor not reliant		15%	13%	17%	13%	14%	11%	12%	11%	13%	14%
		52	721	133	104	175	125	71	164	716	51
Not very reliant		8%	6%	6%	6%	6%	6%	5%	6%	5%	13%
		28	331	49	50	75	65	28	92	311	46
Not at all reliant (5)		3%	3%	4%	3%	2%	2%	4%	4%	3%	10%
		12	173	29	24	30	26	20	55	147	38
I don't know		1%	1%	3%	1%	1%	0%	1%	1%	1%	4%
		4	58	26	8	9	2	5	12	46	13
NET: Reliant		73%	78%	69%	77%	77%	80%	78%	79%	79%	59%
		256	4422	539	624	956	883	451	1224	4458	211
NET: Not reliant		11%	9%	10%	9%	8%	8%	8%	10%	8%	23%
		40	504	78	74	106	91	48	147	458	83
Effective Column n											
		216	3268	475	470	817	747	380	595	3363	111
Average		2.0	1.9	2.1	1.9	2.0	1.9	2.0	1.9	1.9	2.4
Standard Deviation		1.1	1.0	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.4
Unweighted base		364	5516	794	792	1380	1270	644	1000	5684	182
Weighted base		347	5648	751	802	1237	1099	571	1535	5633	345
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG1: How much would you say you rely on the postal services for sending and receiving... Summary

Column %		
Column Comparisons		
Weighted counts	Letters and cards	Parcels
Very reliant (1)	37%	39%
		a
	2239	2339
Fairly reliant	39%	39%
	2338	2339
Neither reliant nor not reliant	12%	13%
	723	773
Not very reliant	8%	6%
	B	
	483	359
Not at all reliant (5)	4%	3%
	b	
	236	185
I don't know	1%	1%
		a
	37	61
NET: Reliant	76%	77%
		a
	4576	4678
NET: Not reliant	12%	9%
	B	
	719	544
Effective Column n		
	3484	3484

Columns A B
Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	32%	45%	23%	32%	30%	34%	32%	33%	32%	
	1944	1109	835	498	453	522	471	970	974	
	-	B								
Fairly satisfied	44%	40%	48%	44%	46%	43%	45%	43%	45%	
	2693	979	1714	685	692	658	658	1288	1405	
	-		A							
Neither satisfied nor dissatisfied	15%	9%	19%	15%	16%	15%	15%	15%	15%	
	909	226	682	233	236	225	215	435	474	
	-		A							
Fairly dissatisfied	6%	4%	7%	5%	6%	5%	6%	6%	5%	
	349	91	258	82	94	78	94	182	166	
	-		A							
Very dissatisfied (5)	2%	1%	2%	1%	2%	2%	2%	2%	1%	
	101	21	80	23	23	30	25	61	40	
	-		a							
I don't know	1%	1%	1%	2%	1%	1%	1%	1%	1%	
	61	25	36	24	10	14	12	30	31	
	-									
NET: Satisfied	77%	85%	71%	77%	76%	77%	77%	76%	77%	
	4637	2088	2549	1183	1146	1180	1129	2259	2378	
	-	B								
NET: Dissatisfied	7%	5%	9%	7%	8%	7%	8%	8%	7%	
	450	112	338	105	117	108	119	244	206	
	-		A							
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	2.0	1.7	2.2	2.0	2.0	2.0	2.0	2.0	2.0	
Standard Deviation	0.9	0.8	0.9	0.9	0.9	0.9	0.9	1.0	0.9	
Unweighted base	5874	1087	4787	1496	1473	1480	1425	2826	3048	
Weighted base	5995	2426	3569	1521	1499	1513	1463	2937	3058	
Columns	A	A	B	A	B	C	D	A	B	

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

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 2

Age													SEG													Working status		
Column %																												
Weighted counts																												
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working														
Very satisfied (1)	28%	31%	32%	39%	36%	34%	31%	33%	32%	31%	35%	31%	33%	32%														
	238	598	623	249	485	236	1009	935	441	568	453	482	1023	918														
Fairly satisfied	50%	44%	46%	38%	39%	39%	45%	44%	43%	46%	43%	45%	46%	43%														
	422	862	892	245	517	272	1438	1255	590	848	566	689	1424	1256														
Neither satisfied nor dissatisfied	d f		d																									
	15%	17%	14%	15%	15%	15%	15%	15%	14%	15%	14%	17%	14%	16%														
Fairly dissatisfied	123	322	263	95	200	105	468	441	195	273	183	258	441	461														
	4%	5%	6%	7%	8%	9%	7%	5%	7%	6%	5%	5%	5%	7%														
Very dissatisfied (5)	34	96	116	42	103	61	210	138	96	115	66	73	159	189														
	1%	2%	2%	1%	1%	2%	2%	1%	3%	2%	1%	1%	2%	2%														
I don't know	8	42	33	6	18	11	64	37	35	29	17	20	52	49														
	3%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%														
NET: Satisfied	23	18	10	3	10	6	21	40	3	18	18	22	27	29														
	b c									c		c																
NET: Dissatisfied	78%	75%	78%	77%	75%	73%	76%	77%	76%	76%	78%	76%	78%	75%														
	660	1460	1515	494	1002	508	2446	2190	1031	1415	1020	1171	2447	2174														
Effective Column n	5%	7%	8%	8%	9%	11%	9%	6%	10%	8%	6%	6%	7%	8%														
	41	138	149	48	121	73	274	175	130	144	83	92	211	238														
Average	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
	2.0	2.0	2.0	1.9	2.0	2.0	2.0	2.0	2.0	2.0	1.9	2.0	2.0	2.0														
Standard Deviation	0.8	0.9	0.9	0.9	1.0	1.0	1.0	0.9	1.0	0.9	0.9	0.9	0.9	0.9														
Unweighted base	810	1955	1924	621	1185	564	3231	2643	1413	1818	1173	1470	3011	2840														
Weighted base	825	1920	1927	637	1323	686	3189	2806	1356	1832	1285	1521	3099	2873														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

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

QG2: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 3

Column %	UK nation															Rurality				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Very satisfied (1)	29%	41%	31%	36%	30%	32%	33%	30%	25%	32%	32%	31%	39%	33%	30%	**				
	152	234	166	195	169	170	230	178	131	1625	153	95	71	1488	456					
Fairly satisfied	48%	40%	43%	40%	48%	41%	45%	46%	52%	45%	42%	47%	43%	44%	47%	**				
	252	229	226	220	271	219	310	276	266	2270	202	142	79	1971	720					
Neither satisfied nor dissatisfied	14%	12%	19%	15%	14%	17%	15%	15%	12%	15%	17%	14%	13%	15%	15%	**				
	74	70	101	80	81	93	107	91	64	760	82	43	24	670	235					
Fairly dissatisfied	7%	5%	5%	7%	4%	6%	5%	6%	7%	6%	7%	5%	3%	6%	6%	**				
	39	29	25	39	23	32	37	34	36	294	33	16	6	250	99					
Very dissatisfied (5)	2%	0%	1%	1%	2%	3%	1%	2%	3%	2%	1%	2%	1%	2%	1%	**				
	8	2	7	6	11	15	9	11	18	87	6	6	2	79	21					
I don't know	1%	1%	1%	1%	2%	2%	0%	1%	0%	1%	2%	1%	0%	1%	1%	**				
	4	6	5	6	10	9	3	7	2	51	8	2	1	50	11					
NET: Satisfied	76%	81%	74%	76%	78%	72%	78%	76%	77%	77%	73%	78%	82%	77%	76%	**				
	404	463	392	415	440	389	540	455	397	3895	356	236	149	3459	1176					
NET: Dissatisfied	9%	5%	6%	8%	6%	9%	7%	8%	10%	7%	8%	7%	4%	7%	8%	**				
	47	31	32	45	34	47	46	45	54	380	40	22	8	328	120					
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	2.0	1.8	2.0	2.0	2.0	2.1	2.0	2.0	2.1	2.0	2.0	2.0	1.8	2.0	2.0	3.0				
Standard Deviation	0.9	0.9	0.9	0.9	0.9	1.0	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	1.1				
Unweighted base	372	406	385	392	408	388	518	433	383	3685	743	733	713	3997	1871	6				
Weighted base	526	564	524	540	555	529	693	591	515	5036	477	301	181	4457	1532	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

Q62: How satisfied are you overall with the postal services in terms of delivering value for money for sending mail? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage											
Column %																				
Weighted counts																				
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Very satisfied (1)	30%				32%				29%			30%			31%			39%		
	107				1837				223			373			330			599		

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

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied (1)	44%	58%	35%	44%	42%	46%	46%	44%	45%
-	2693	1428	1266	676	636	703	679	1295	1398
-	B								
Fairly satisfied	39%	33%	44%	41%	41%	39%	37%	39%	40%
-	2388	818	1570	629	619	593	547	1144	1244
-	A								
Neither satisfied or dissatisfied	10%	5%	13%	9%	11%	9%	11%	11%	9%
-	605	123	482	143	166	136	161	319	285
-	A								
Fairly dissatisfied	4%	2%	5%	3%	4%	4%	4%	4%	3%
-	225	43	182	52	67	54	52	126	99
-	A								
Very dissatisfied (5)	2%	1%	2%	2%	1%	2%	2%	2%	1%
-	105	26	79	31	19	28	28	63	42
-	a								
I don't know	1%	1%	1%	1%	0%	1%	1%	1%	1%
-	39	14	25	15	2	14	8	20	20
-									
NET: Satisfied	84%	92%	79%	84%	83%	85%	83%	82%	86%
-	5081	2246	2836	1304	1256	1295	1226	2439	2642
-	B								a
NET: Dissatisfied	5%	3%	7%	5%	6%	5%	5%	6%	5%
-	330	69	262	83	85	82	81	189	141
-	A							b	
Effective Column n									
-	3484	645	2838	892	870	878	844	1673	1811
-									
Average	1.8	1.5	1.9	1.8	1.8	1.8	1.8	1.8	1.7
Standard Deviation	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9
Unweighted base	5900	1094	4806	1505	1480	1486	1429	2833	3067
Weighted base	6017	2437	3579	1530	1507	1513	1467	2948	3069
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status			
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Very satisfied (1)	31%	39%	48%	55%	55%	54%	46%	42%	47%	46%	45%	40%	43%	46%		
	266	764	934	353	730	377	1487	1206	639	848	588	618	1350	1340		
		a	AB	AB c	-	AB c	-	-	f	f						
Fairly satisfied	47%	43%	38%	30%	32%	33%	39%	40%	38%	39%	38%	42%	40%	38%		
	402	826	737	191	423	232	1244	1144	516	727	494	650	1261	1115		
	C D F	c D f	d		-		-	-								
Neither satisfied or dissatisfied	14%	12%	9%	7%	7%	6%	8%	12%	9%	8%	11%	13%	10%	10%		
	117	229	171	45	87	42	268	337	117	151	139	198	322	276		
	c d F	c d f		-			-	-				c d				
Fairly dissatisfied	4%	4%	3%	6%	5%	4%	4%	3%	4%	4%	4%	3%	4%	4%		
	36	69	57	36	63	27	128	97	55	74	49	48	111	112		
				-			-	-								
Very dissatisfied (5)	2%	2%	2%	2%	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%		
	15	36	36	12	19	8	64	41	23	41	21	20	64	41		
					-		-	-								
I don't know	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
	12	14	3	3	10	7	18	21	8	10	13	9	18	19		
	c			-			-	-								
NET: Satisfied	79%	82%	86%	85%	87%	88%	85%	83%	85%	85%	83%	82%	84%	85%		
	668	1590	1670	544	1153	609	2731	2351	1156	1575	1082	1269	2611	2455		
			Ab	a	-	Ab	-	-								
NET: Dissatisfied	6%	5%	5%	7%	6%	5%	6%	5%	6%	6%	5%	4%	6%	5%		
	51	105	93	48	82	34	193	138	78	114	70	68	175	153		
				-			-	-								
Effective Column n																
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685		
Average	2.0	1.8	1.7	1.7	1.7	1.6	1.8	1.8	1.7	1.8	1.8	1.8	1.8	1.8		
Standard Deviation	0.9	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9		
Unweighted base	820	1958	1934	622	1188	566	3238	2662	1411	1827	1174	1488	3017	2856		
Weighted base	835	1924	1935	637	1322	685	3191	2825	1350	1841	1291	1534	3108	2883		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Very satisfied (1)	41%	52%	42%	57%	45%	45%	30%	49%	41%	44%	44%	44%	46%	47%	43%	48% **			
	219	297	220	309	255	240	209	294	214	2256	213	140	85	1958	736				
	g	a c G i	g	a c e f g i k	G	G		G	g	-	G	G	g						
Fairly satisfied	44%	34%	38%	28%	40%	35%	53%	33%	44%	39%	42%	39%	43%	41%	36% **				
	233	196	199	154	224	190	365	199	228	1990	203	118	77	1827	558				
	D h				d		B C D e F H k l		D h	-	D	d	d						
Neither satisfied or dissatisfied	10%	9%	11%	12%	10%	11%	12%	9%	8%	10%	8%	9%	7%	10%	10% **				
	53	51	59	64	58	59	84	56	42	525	40	26	14	448	154				
										-									
Fairly dissatisfied	3%	3%	5%	3%	2%	5%	3%	5%	4%	4%	4%	5%	2%	4%	4% **				
	14	17	26	14	13	27	23	32	21	187	19	15	4	163	61				
										-									
Very dissatisfied (5)	2%	1%	3%	1%	2%	3%	1%	2%	2%	2%	1%	1%	1%	2%	2% **				
	11	7	17	4	10	16	10	11	8	94	6	4	2	78	28				
										-									
I don't know	0%	0%	1%	0%	1%	1%	1%	1%	1%	1%	1%	0%	0%	1%	0% **				
	0	2	8	2	5	6	4	6	3	35	4	0	0	33	7				
										-									
NET: Satisfied	85%	86%	79%	85%	85%	80%	83%	82%	86%	83%	86%	85%	89%	84%	84% **				
	452	493	420	463	479	430	574	493	442	4246	415	258	162	3785	1294				
										-									
NET: Dissatisfied	5%	4%	8%	3%	4%	8%	5%	7%	6%	6%	5%	6%	3%	5%	6% **				
	25	24	43	18	23	43	33	42	30	281	25	19	6	241	88				
										-									
Effective Column n																	4		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107				
										-									
Average	1.8	1.7	1.9	1.6	1.7	1.9	1.9	1.8	1.8	1.8	1.8	1.8	1.7	1.8	1.8	2.8			
Standard Deviation	0.9	0.9	1.0	0.8	0.9	1.0	0.8	1.0	0.9	0.9	0.9	0.9	0.8	0.9	0.9	0.9			
Unweighted base	374	410	387	396	412	389	518	431	382	3699	748	736	717	4017	1877	6			
Weighted base	530	568	521	544	560	532	692	591	514	5052	480	303	182	4474	1536	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 4

Q63: How satisfied are you with the following aspects of Royal Mail's service? Quality of postal delivery to your home by Demographics Part 4											
Column %		Q6: Annual household income						Q2: Internet usage			
Weighted counts		Q67: Inability to leave home without help, due to illness or disability									
Column Comparisons		Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Very satisfied (1)		38%	45%	40%	42%	42%	44%	40%		52%	60%
		133	2561	314	337	522	489	230		801	216
									a b C d e		A
Fairly satisfied		34%	40%	37%	41%	41%	39%	44%		37%	22%
		121	2267	288	333	510	429	250		577	79
										B	
Neither satisfied or dissatisfied		16%	10%	15%	11%	10%	11%	9%		7%	8%
		54	550	117	91	128	116	51		101	29
		b		c d e F	f	f	f				
Fairly dissatisfied		5%	4%	5%	3%	4%	4%	5%		2%	7%
		17	208	37	26	50	43	31		37	25
											a
Very dissatisfied (5)		5%	2%	2%	2%	2%	2%	2%		1%	1%
		16	89	14	20	28	19	9		16	3
		b									
I don't know		3%	1%	1%	0%	1%	0%	1%		1%	2%
		10	29	6	3	7	4	4		15	6
		B									a
NET: Satisfied		72%	85%	78%	83%	83%	83%	83%		89%	82%
		253	4828	602	670	1032	919	480		1378	294
			A			a	a		A b c d e		
NET: Dissatisfied		9%	5%	7%	6%	6%	6%	7%		3%	8%
		33	298	51	46	78	62	40		52	29
		b									
Effective Column n											
		216	3268	475	470	817	747	380		595	111
Average		2.0	1.8	1.9	1.8	1.8	1.8	1.8		1.6	1.6
Standard Deviation		1.1	0.9	1.0	0.9	0.9	0.9	0.9		0.8	1.0
Unweighted base		363	5537	801	797	1384	1267	646		1005	188
Weighted base		341	5676	770	807	1239	1097	571		1532	352
Columns		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	45%	59%	36%	46%	42%	47%	45%	45%	45%	
	2738	1444	1294	718	637	713	670	1345	1393	
	-	B								
Fairly satisfied	40%	33%	45%	39%	44%	39%	39%	38%	42%	
	2439	807	1632	600	664	597	578	1140	1299	
	-		A						a	
Neither satisfied or dissatisfied	9%	4%	12%	9%	8%	8%	10%	9%	8%	
	521	104	417	133	124	121	142	278	243	
	-		A							
Fairly dissatisfied	3%	1%	4%	2%	3%	2%	3%	3%	3%	
	156	19	137	33	39	37	47	76	80	
	-		A							
Very dissatisfied (5)	1%	1%	2%	1%	1%	2%	1%	2%	1%	
	91	28	63	22	22	26	21	62	29	
	-							b		
I don't know	2%	2%	2%	2%	1%	2%	1%	2%	1%	
	111	49	62	38	22	33	18	66	45	
	-									
NET: Satisfied	85%	92%	81%	85%	86%	86%	85%	84%	87%	
	5177	2251	2926	1318	1301	1310	1248	2485	2692	
	-	B							a	
NET: Dissatisfied	4%	2%	6%	4%	4%	4%	5%	5%	4%	
	247	47	200	56	61	62	67	138	108	
	-		A							
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	1.7	1.5	1.9	1.7	1.8	1.7	1.7	1.7	1.7	
Standard Deviation	0.8	0.7	0.9	0.8	0.8	0.9	0.9	0.9	0.8	
Unweighted base	5835	1078	4757	1485	1462	1468	1420	2797	3038	
Weighted base	5945	2402	3543	1507	1487	1494	1457	2901	3044	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 2

Age														SEG						Working status	
Column %																					
Weighted counts																					
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Very satisfied (1)	34%	41%	48%	55%	55%	55%	47%	43%	49%	46%	45%	41%	44%	47%	1378	1356					
	292	787	922	355	738	383	1514	1224	667	847	587	638									
Fairly satisfied	44%	42%	40%	33%	35%	37%	39%	42%	38%	40%	41%	43%	41%	40%	1279	1148					
	377	821	777	210	463	253	1249	1190	516	732	533	657									
Neither satisfied or dissatisfied	d f	d	d	-	-	-	-	-	-	-	-	-	-	-	278	235					
	97	193	155	46	76	30	261	261	106	154	102	158									
Fairly dissatisfied	F	f	-	-	-	-	-	-	-	-	-	-	-	-	99	57					
	39	59	37	12	21	9	92	64	39	53	34	30									
Very dissatisfied (5)	c f			-	-	-	-	-					b		44	26					
	12	34	26	11	18	7	45	45	18	27	23	23									
I don't know	4%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%	2%	2%	48	61					
	31	44	20	6	16	11	49	62	12	37	25	37									
NET: Satisfied	c			-	-	-	-	-							2657	2504					
	669	1608	1699	565	1201	636	2762	2415	1184	1579	1120	1295									
NET: Dissatisfied	6%	5%	3%	4%	3%	2%	4%	4%	4%	4%	4%	3%	5%	4%	143	103					
	51	93	64	23	39	16	137	109	57	80	57	53									
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685							
Average	1.9	1.8	1.7	1.6	1.6	1.5	1.7	1.7	1.7	1.7	1.7	1.8	1.8	1.7							
Standard Deviation	0.9	0.9	0.8	0.8	0.8	0.7	0.8	0.8	0.8	0.8	0.9	0.9	0.8	0.9							
Unweighted base	798	1938	1919	617	1180	563	3207	2628	1406	1801	1166	1462	2997	2811							
Weighted base	817	1894	1918	634	1316	682	3160	2785	1347	1814	1279	1506	3078	2842							
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B							

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 3

UK nation														Rurality						
Column %																				
Weighted counts																				
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown				
Very satisfied (1)	42%	53%	44%	55%	45%	41%	33%	49%	41%	45%	47%	49%	49%	45%	45%	45% **				
	222	302		232	300	255	222	233	292	214	2272	228	150	88	2037	700				
	a f G i		g	a c f G i		g	G		-		G	G	g							
Fairly satisfied	45%	33%	39%	31%	41%	39%	48%	35%	48%	40%	42%	39%	40%	40%	40%	40% **				
	240	189	208	169	233	211	336	211	247	2044	204	118	73	1820	617					
	b d						B D h		b D h		d									
Neither satisfied or dissatisfied	9%	8%	8%	8%	8%	11%	12%	10%	5%	9%	6%	9%	6%	8%	9%	9% **				
	48	48	41	42	47	58	86	58	27	455	29	26	12	376	142					
Fairly dissatisfied	2%	2%	4%	3%	3%	3%	3%	3%	3%	3%	1%	1%	2%	3%	3%	3% **				
	9	12	19	18	18	15	20	15	14	141	7	4	4	116	40					
Very dissatisfied (5)	1%	1%	2%	1%	1%	3%	1%	1%	2%	2%	2%	1%	1%	1%	2%	2% **				
	5	4	13	8	5	17	10	8	9	78	9	2	1	67	24					
I don't know	1%	3%	3%	2%	1%	3%	2%	2%	1%	2%	2%	1%	2%	2%	1%	1% **				
	6	15	17	8	8	14	11	14	6	98	7	2	4	90	20					
NET: Satisfied	87%	86%	83%	86%	86%	81%	82%	84%	89%	85%	89%	89%	89%	86%	85%	85% **				
	462	492	440	469	487	433	569	503	461	4316	432	268	161	3857	1317					
NET: Dissatisfied	3%	3%	6%	5%	4%	6%	4%	4%	4%	4%	3%	2%	3%	4%	4%	4% **				
	15	16	32	26	22	32	30	23	23	219	16	6	5	183	64					
Effective Column n																				
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4				
Average	1.7	1.6	1.8	1.6	1.7	1.8	1.9	1.7	1.7	1.7	1.7	1.6	1.6	1.7	1.7	2.3				
Standard Deviation	0.8	0.8	0.9	0.9	0.8	1.0	0.8	0.9	0.8	0.9	0.8	0.8	0.8	0.8	0.9	0.9				
Unweighted base	371	401	382	391	408	384	510	428	382	3657	743	729	706	3969	1860	6				
Weighted base	524	555	513	537	556	524	685	584	511	4989	477	300	178	4416	1523	6				
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C				

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Items you send reaching their destination by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Very satisfied (1)	36%		46%	38%	44%	43%	44%	53%	44%	64%		
	126		2613	293	355	542	482	250	815	2507	229	
Fairly satisfied		a								A		
	38%		40%	43%	42%	42%	42%	42%	35%	41%	22%	
Neither satisfied or dissatisfied	132		2307	331	337	517	464	242	547	2352	80	
										B		
Fairly dissatisfied	14%		8%	12%	9%	9%	9%	8%	7%	9%	7%	
	48		473	91	71	112	96	46	105	489	25	
Very dissatisfied (5)		b										
	6%		2%	3%	3%	3%	2%	4%	2%	3%	2%	
I don't know	23		133	23	28	32	26	21	26	148	7	
		B										
NET: Satisfied	2%		1%	2%	1%	2%	2%	1%	1%	2%	2%	
	6		85	17	8	26	18	5	17	85	6	
NET: Dissatisfied												
	5%		2%	3%	1%	1%	1%	2%	2%	2%	3%	
Effective Column n	16		95	21	11	17	15	11	36	97	11	
		b										
Average	74%		86%	80%	85%	85%	86%	86%	88%	86%	86%	
	258		4919	625	692	1059	946	492	1363	4860	310	
Standard Deviation		A								a		
	8%		4%	5%	4%	5%	4%	4%	3%	4%	3%	
Unweighted base	29		218	40	36	58	44	26	44	233	12	
		b										
Weighted base	216		3268	475	470	817	747	380	595	3363	111	
Columns	2.0		1.7	1.9	1.7	1.8	1.7	1.7	1.6	1.7	1.5	
	1.0		0.8	0.9	0.8	0.9	0.8	0.8	0.8	0.8	0.8	
	359		5476	787	790	1373	1257	640	988	5637	185	
	335		5610	755	799	1229	1086	564	1511	5582	347	
	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 1

		Methodology		Quarter				Gender			
Column %											
Weighted counts											
Column Comparisons	Total	CAP1	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied (1)	44%	59%	34%	44%	43%	45%	45%	44%	44%	44%	44%
	2680	1457	1223	677	650	693	660	1309	1371		
	-	B									
Fairly satisfied	41%	34%	45%	42%	42%	40%	40%	39%	42%		
	2473	840	1633	650	627	609	587	1167	1307		
	-		A								
Neither satisfied or dissatisfied	9%	3%	13%	9%	10%	9%	9%	10%	8%		
	546	62	484	131	146	133	136	293	253		
	-		A								
Fairly dissatisfied	3%	2%	4%	3%	3%	3%	4%	4%	3%		
	198	44	154	45	46	51	56	113	85		
	-		A								
Very dissatisfied (5)	1%	1%	2%	1%	1%	1%	2%	2%	1%		
	85	16	69	19	22	20	23	51	34		
	-		a								
I don't know	1%	1%	1%	1%	1%	1%	1%	1%	1%		
	74	33	41	22	18	20	13	34	39		
	-										
NET: Satisfied	85%	94%	79%	86%	85%	85%	85%	83%	87%		
	5154	2297	2857	1327	1277	1303	1247	2476	2678		
	-	B								a	
NET: Dissatisfied	5%	2%	6%	4%	5%	5%	5%	6%	4%		
	283	60	223	64	68	71	79	164	119		
	-		A					b			
Effective Column n											
	3484	645	2838	892	870	878	844	1673	1811		
Average	1.8	1.5	1.9	1.7	1.8	1.7	1.8	1.8	1.7		
Standard Deviation	0.9	0.7	0.9	0.8	0.9	0.9	0.9	0.9	0.8		
Unweighted base	5875	1086	4789	1500	1469	1481	1425	2821	3054		
Weighted base	5982	2418	3564	1523	1491	1507	1462	2933	3049		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Very satisfied (1)	35%	40%		45%	54%	55%	55%	46%	42%	47%	46%	44%	40%	43%	46%											
	299	774		880	348	727	379	1490	1191	640	850	577	613	1334	1339											
Fairly satisfied			A b		A B c		A B c			f		f														
	42%	41%	43%	37%	36%	36%	42%	40%	42%	39%	41%	39%	44%	41%	40%	a										
	353	799	836	237	485	248	1289	1184	527	762	506	679	1291	1172												
Neither satisfied or dissatisfied	13%	11%	8%	5%	6%	7%	8%	10%	9%	8%	9%	10%	9%	8%	8%											
	107	207	149	34	84	50	266	280	125	142	120	160	293	247												
Fairly dissatisfied																										
	c D f	c d																								
	6%	5%	2%	1%	1%	1%	3%	4%	3%	3%	4%	3%	4%	3%	3%											
	50	93	42	9	14	5	96	102	40	56	50	52	122	75												
Very dissatisfied (5)																										
	C d F	C d F											b													
	2%	2%	1%	1%	1%	0%	1%	2%	1%	1%	2%	1%	2%	1%	2%											
	20	33	23	7	9	2	42	43	16	26	25	19	52	32	13											
I don't know																										
	2%	2%	0%	1%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%											
	19	32	9	5	14	9	27	46	11	16	26	20	34	38												
	c	c																								
NET: Satisfied	77%	81%	89%	91%	91%	91%	87%	83%	86%	87%	83%	84%	84%	87%												
	652	1574	1716	585	1212	627	2779	2375	1167	1612	1083	1292	2625	2511												
NET: Dissatisfied			A B	A B		A B									a											
	8%	6%	3%	2%	2%	1%	4%	5%	4%	4%	6%	5%	6%	4%	10%											
	70	126	64	16	23	7	137	145	56	81	75	70	175	107												
	C D F	C d F	f										b													
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685												
Average	2.0	1.9	1.7	1.6	1.6	1.5	1.7	1.8	1.7	1.7	1.8	1.8	1.8	1.7	1.7											
Standard Deviation	1.0	0.9	0.8	0.8	0.8	0.7	0.7	0.8	0.9	0.8	0.8	0.9	0.8	0.9	0.8											
Unweighted base	814	1950	1928	619	1183	564	3228	2647	1405	1823	1169	1478	3008	2840												
Weighted base	829	1906	1929	635	1318	683	3182	2800	1348	1835	1278	1522	3092	2865												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	43%	50%	45%	56%	41%	45%	33%	46%	40%	44%	44%	48%	44%	45%	42%	**		
	230	288	236	306	234	242	231	272	207	2245	212	144	80	2030	650			
	g	G	g	a c e f g i k		g		g		-	g	g						
Fairly satisfied	45%	36%	39%	32%	40%	36%	50%	39%	47%	41%	43%	37%	45%	41%	41%	**		
	239	206	209	175	226	193	347	234	241	2070	209	113	81	1842	629			
	d						b D f h l		d	-	d							
Neither satisfied or dissatisfied	7%	9%	9%	6%	11%	12%	12%	8%	8%	9%	8%	9%	8%	8%	11%	**		
	37	50	46	33	62	65	81	51	41	465	37	29	15	379	165			
										-								
Fairly dissatisfied	2%	3%	4%	4%	4%	4%	3%	2%	3%	3%	3%	4%	2%	3%	4%	**		
	13	15	19	22	25	21	21	14	18	167	14	12	4	140	58			
										-								
Very dissatisfied (5)	1%	1%	1%	1%	1%	2%	2%	2%	2%	1%	1%	1%	1%	1%	2%	**		
	8	5	7	5	6	9	11	15	8	74	6	4	1	61	24			
										-								
I don't know	1%	1%	2%	1%	2%	1%	1%	2%	0%	1%	1%	0%	1%	1%	1%	**		
	4	6	13	4	12	8	5	13	2	66	5	1	1	55	18			
										-								
NET: Satisfied	88%	87%	84%	88%	81%	81%	83%	85%	87%	85%	87%	85%	88%	86%	83%	**		
	468	494	445	481	460	435	577	506	448	4315	422	257	161	3871	1279			
										-								
NET: Dissatisfied	4%	4%	5%	5%	5%	6%	5%	5%	5%	5%	4%	5%	3%	4%	5%	**		
	21	20	26	27	31	30	32	28	26	241	20	16	5	202	81			
										-								
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
										-								
Average	1.7	1.7	1.7	1.6	1.8	1.8	1.9	1.7	1.8	1.8	1.7	1.7	1.7	1.7	1.8	2.1		
Standard Deviation	0.8	0.8	0.9	0.9	0.9	0.9	0.8	0.9	0.8	0.9	0.8	0.9	0.8	0.8	0.9	0.8		
Unweighted base	370	409	384	393	408	388	517	428	383	3680	746	734	715	4000	1869	6		
Weighted base	526	564	516	542	553	530	691	585	515	5021	479	302	181	4451	1525	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QG3: How satisfied are you with the following aspects of Royal Mail's service? Items being delivered intact/undamaged by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied (1)	39%	45%	39%	42%	43%	43%	43%		53%	43%	65%
	136	2544	304	337	530	443	245		821	2444	231
								A b C D e			A
Fairly satisfied	35%	41%	41%	40%	42%	44%	41%		37%	42%	26%
	121	2352	321	326	527	484	238		577	2377	92
									B		
Neither satisfied or dissatisfied	14%	9%	12%	12%	9%	10%	9%		5%	9%	3%
	47	498	90	98	115	110	53		81	530	10
	b		F	F	f	f			b		
Fairly dissatisfied	6%	3%	5%	3%	4%	3%	4%		2%	3%	4%
	20	178	37	27	48	38	24		24	184	14
			f								
Very dissatisfied (5)	4%	1%	2%	2%	2%	2%	2%		1%	1%	1%
	15	70	17	14	19	18	10		8	80	5
	B										
I don't know	3%	1%	1%	1%	1%	1%	1%		2%	1%	2%
	11	63	8	8	8	7	6		36	63	6
	b										
NET: Satisfied	73%	86%	81%	82%	85%	84%	84%		90%	85%	90%
	258	4896	625	663	1057	928	482		1398	4821	324
		A						A B c d e			a
NET: Dissatisfied	10%	4%	7%	5%	5%	5%	6%		2%	5%	5%
	35	248	54	40	67	56	33		32	264	19
	B		F	f	f	f	f				
Effective Column n											
	216	3268	475	470	817	747	380		595	3363	111
Average	2.0	1.7	1.9	1.8	1.8	1.8	1.8		1.6	1.8	1.5
Standard Deviation	1.1	0.8	0.9	0.9	0.9	0.9	0.9		0.7	0.9	0.8
Unweighted base	363	5512	800	794	1383	1262	643		993	5675	188
Weighted base	340	5643	769	802	1239	1094	569		1511	5615	352
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)		35%	49%	25%	34%	32%	37%	37%	34%	35%
	2108	1200	907	521	483	559	544	1017	1091	
	-	B								
Fairly satisfied		48%	43%	51%	49%	49%	46%	46%	47%	48%
	2883	1051	1832	756	742	707	678	1396	1487	
	-		A							
Neither satisfied or dissatisfied		11%	4%	15%	11%	12%	9%	10%	12%	10%
	650	103	547	172	187	143	148	344	306	
	-		A							
Fairly dissatisfied		4%	2%	6%	3%	4%	5%	5%	4%	4%
	254	48	206	46	61	78	68	119	134	
	-		A							
Very dissatisfied (5)		1%	0%	2%	1%	2%	1%	1%	2%	1%
	86	7	79	23	29	17	18	52	35	
	-		A							
I don't know		1%	2%	1%	2%	1%	1%	1%	1%	1%
	75	42	33	26	8	22	19	39	36	
	-		b							
NET: Satisfied		82%	92%	76%	83%	81%	83%	83%	81%	83%
	4991	2251	2740	1278	1225	1266	1222	2413	2578	
	-		B							
NET: Dissatisfied		6%	2%	8%	4%	6%	6%	6%	6%	5%
	340	55	285	69	90	95	86	171	169	
	-		A							
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average		1.9	1.6	2.1	1.9	1.9	1.9	1.9	1.9	1.9
Standard Deviation		0.9	0.7	0.9	0.8	0.9	0.9	0.9	0.9	0.8
Unweighted base		5875	1084	4791	1500	1473	1476	1426	2820	3055
Weighted base		5981	2410	3571	1519	1501	1505	1456	2928	3053
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Very satisfied (1)	29%	31%	38%	41%	40%	39%	35%	34%	37%	34%	35%	34%	35%	35%												
	248	596	731	260	532	273	1133	975	507	626	457	518	1097	1003												
Fairly satisfied	50%	50%	47%	44%	44%	44%	48%	48%	45%	49%	46%	49%	47%	48%												
	427	964	909	281	584	304	1528	1355	617	911	606	750	1481	1395												
Neither satisfied or dissatisfied	12%	11%	10%	10%	10%	9%	10%	11%	11%	10%	11%	12%	11%	11%												
	104	221	198	61	127	66	326	324	143	183	141	183	331	309												
Fairly dissatisfied	4%	5%	4%	4%	4%	4%	5%	4%	4%	5%	4%	3%	4%	4%												
	37	90	73	27	54	27	147	106	60	87	54	52	130	123												
Very dissatisfied (5)	2%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	1%	2%	1%												
	17	34	22	7	14	7	42	44	20	22	24	20	49	36												
I don't know	2%	2%	0%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1%												
	16	34	5	5	21	16	33	42	11	22	23	19	38	35												
NET: Satisfied	80%	80%	85%	84%	84%	83%	83%	82%	83%	83%	81%	82%	82%	83%												
	674	1560	1640	540	1117	576	2661	2330	1124	1537	1062	1268	2578	2399												
NET: Dissatisfied	6%	6%	5%	5%	5%	5%	6%	5%	6%	6%	6%	5%	6%	5%												
	54	123	95	34	68	34	190	151	80	109	78	73	179	160												
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685												
Average	2.0	2.0	1.8	1.8	1.8	1.8	1.9	1.9	1.9	1.9	1.9	1.9	1.9	1.9												
Standard Deviation	0.9	0.9	0.8	0.9	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.8	0.9	0.9												
Unweighted base	815	1949	1929	619	1182	563	3223	2652	1407	1816	1171	1481	3008	2841												
Weighted base	832	1904	1933	635	1311	676	3177	2804	1348	1829	1281	1523	3089	2867												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 3

UK nation													Rurality				
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied (1)	31%	46%	31%	46%	37%	31%	26%	37%	28%	35%	33%	40%	38%	35%	34%	**	
	162	261	162	250	211	165	184	220	142	1758	161	120	69	1589	519		
	A C F G I k			a c f G I k				g		-		g I					
Fairly satisfied	52%	40%	50%	38%	47%	47%	54%	43%	57%	47%	51%	45%	48%	47%	48%	**	
	273	226	265	209	264	250	376	255	297	2414	247	135	88	2140	740		
	b d		d				B D h		B D e f h I		-	b d					
Neither satisfied or dissatisfied	8%	10%	10%	10%	10%	14%	14%	13%	8%	11%	9%	11%	9%	11%	11%	**	
	44	56	54	54	57	74	97	76	44	555	45	34	17	476	171		
Fairly dissatisfied	7%	4%	5%	4%	3%	5%	3%	4%	5%	4%	4%	3%	3%	4%	5%	**	
	36	20	27	21	19	26	18	26	26	219	20	10	5	178	75		
Very dissatisfied (5)	1%	1%	1%	1%	2%	3%	2%	1%	2%	1%	1%	1%	1%	1%	2%	**	
	7	4	3	7	10	15	14	7	8	75	7	2	2	59	27		
I don't know	2%	1%	4%	1%	1%	1%	1%	2%	0%	1%	1%	0%	1%	1%	1%	**	
	8	3	19	5	4	8	6	14	0	67	5	1	2	64	11		
NET: Satisfied	82%	85%	81%	84%	84%	77%	81%	79%	85%	82%	84%	84%	86%	83%	82%	**	
	435	487	427	459	475	415	560	475	439	4172	407	255	157	3728	1260		
NET: Dissatisfied	8%	4%	6%	5%	5%	8%	5%	6%	7%	6%	6%	4%	4%	5%	7%	**	
	42	25	30	28	29	41	32	33	34	294	27	12	7	238	102		
Effective Column n																	
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	1.9	1.7	1.9	1.8	1.8	2.0	2.0	1.9	2.0	1.9	1.9	1.8	1.8	1.9	1.9	2.5	
Standard Deviation	0.9	0.8	0.8	0.9	0.9	0.9	0.8	0.9	0.8	0.9	0.8	0.8	0.8	0.9	0.9	0.5	
Unweighted base	371	409	382	394	413	387	516	428	385	3685	747	732	711	3997	1872	6	
Weighted base	521	567	511	541	561	530	689	584	517	5020	479	301	180	4442	1533	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Speed of delivery by Demographics Part 4

		Q67: Inability to leave home without help, due to illness or disability		Q66: Annual household income					Q62: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied (1)	28%	35%	31%	32%	33%	32%	32%	43%	33%	58%	
	99	2008	244	261	412	352	182	659	1900	207	
		a						a b C D e		A	
Fairly satisfied	45%	48%	47%	49%	48%	49%	50%	45%	49%	28%	
	158	2725	364	396	596	541	286	701	2777	99	
									B		
Neither satisfied or dissatisfied	14%	11%	14%	11%	12%	12%	11%	7%	11%	7%	
	51	599	111	93	144	128	62	112	618	23	
			F		f	f			b		
Fairly dissatisfied	5%	4%	4%	4%	6%	4%	5%	2%	4%	2%	
	19	235	35	34	71	46	30	39	246	8	
					f						
Very dissatisfied (5)	4%	1%	1%	2%	1%	2%	1%	1%	1%	1%	
	13	73	7	14	18	25	5	17	81	5	
	b										
I don't know	3%	1%	2%	2%	0%	1%	2%	1%	1%	4%	
	10	65	16	13	6	9	10	20	56	16	
	b									A	
NET: Satisfied	73%	83%	78%	81%	81%	81%	81%	88%	82%	85%	
	258	4733	607	656	1007	893	468	1360	4677	306	
		A						A b C d e			
NET: Dissatisfied	9%	5%	5%	6%	7%	6%	6%	4%	6%	4%	
	32	308	42	48	89	71	35	55	327	13	
	b				f						
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.1	1.9	1.9	1.9	1.9	1.9	1.9	1.7	1.9	1.6	
Standard Deviation	1.0	0.9	0.9	0.9	0.9	0.9	0.8	0.8	0.9	0.8	
Unweighted base	362	5513	797	791	1384	1261	643	999	5678	184	
Weighted base	340	5641	760	797	1240	1092	565	1527	5622	343	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied (1)	35%	44%	29%	35%	33%	35%	36%	34%	36%		
-	2110	1075	1035	545	493	541	531	1004	1107		
-	B										
Fairly satisfied	44%	43%	44%	44%	44%	44%	42%	44%	43%		
-	2647	1049	1598	685	666	677	620	1313	1334		
-											
Neither satisfied or dissatisfied	12%	7%	15%	11%	13%	10%	13%	12%	12%		
-	703	167	536	164	190	158	191	344	359		
-			A								
Fairly dissatisfied	6%	4%	8%	6%	7%	6%	6%	6%	6%		
-	376	93	283	86	109	91	89	191	186		
-			A								
Very dissatisfied (5)	2%	1%	3%	1%	2%	3%	2%	2%	2%		
-	116	24	92	21	33	39	23	65	51		
-			A								
I don't know	2%	2%	2%	3%	1%	1%	1%	2%	2%		
-	103	43	60	44	19	20	21	51	52		
-											
NET: Satisfied	79%	87%	73%	80%	77%	80%	78%	78%	79%		
-	4757	2124	2633	1229	1158	1219	1151	2316	2441		
-		B									
NET: Dissatisfied	8%	5%	10%	7%	9%	9%	8%	9%	8%		
-	492	117	375	108	142	130	112	256	237		
-			A								
Effective Column n											
-	3484	645	2838	892	870	878	844	1673	1811		
-											
Average	1.9	1.7	2.1	1.9	2.0	1.9	1.9	2.0	1.9		
Standard Deviation	0.9	0.8	1.0	0.9	1.0	1.0	0.9	1.0	0.9		
Unweighted base	5839	1079	4760	1484	1465	1473	1417	2804	3035		
Weighted base	5953	2409	3544	1501	1490	1507	1454	2916	3037		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 2

Age													SEG													Working status							
Column %																																	
Weighted counts																																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working																			
Very satisfied (1)	26%	32%	39%	39%	39%	39%	39%	36%	34%	37%	34%	36%	33%	35%	35%																		
	223	622	751	247	513	267	1144	966	506	638	463	503	1101	1006																			
Fairly satisfied	47%	45%	42%	43%	43%	42%	43%	45%	43%	43%	43%	43%	47%	44%	44%																		
	395	878	804	277	570	293	1366	1281	579	787	560	721	1371	1266																			
Neither satisfied or dissatisfied	14%	13%	10%	8%	10%	11%	11%	12%	9%	12%	13%	12%	11%	12%	12%																		
	119	248	203	54	133	79	350	353	128	223	167	186	358	336																			
Fairly dissatisfied	7%	6%	6%	7%	6%	6%	7%	5%	6%	7%	5%	6%	6%	6%	6%																		
	60	113	120	43	83	40	220	156	87	134	70	86	191	183																			
Very dissatisfied (5)	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%																		
	20	35	37	14	24	10	70	46	33	38	21	24	54	61	21																		
I don't know	4%	2%	1%	1%	1%	0%	2%	2%	2%	2%	2%	2%	1%	2%	2%																		
	31	42	22	5	8	3	58	45	27	31	22	23	51	49																			
NET: Satisfied	73%	77%	80%	82%	81%	81%	78%	79%	80%	77%	78%	79%	79%	78%	78%																		
	618	1500	1556	523	1083	560	2510	2247	1085	1425	1023	1224	2472	2273																			
NET: Dissatisfied	9%	8%	8%	9%	8%	7%	9%	7%	9%	9%	7%	7%	8%	8%	8%																		
	80	148	157	57	107	50	291	201	119	172	91	110	245	244																			
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685																			
Average	2.1	2.0	1.9	1.9	1.9	1.9	2.0	1.9	1.9	2.0	1.9	2.0	1.9	2.0	2.0																		
Standard Deviation	1.0	0.9	1.0	1.0	0.9	0.9	1.0	0.9	1.0	1.0	0.9	0.9	0.9	1.0	1.0																		
Unweighted base	802	1934	1919	619	1184	565	3208	2631	1400	1808	1165	1466	2992	2821																			
Weighted base	817	1896	1916	635	1324	689	3151	2802	1332	1820	1282	1520	3075	2853																			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B																			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	29%	43%	33%	45%	36%	32%	26%	38%	33%	35%	32%	38%	36%	35%	35%	35%	**	
	152	246	173	245	204	173	181	224	173	1772	157	116	65	1577	534			
	a f g k			A c f G i k		g		g		-		g						
Fairly satisfied	50%	40%	41%	37%	44%	43%	51%	41%	45%	44%	45%	39%	45%	44%	42%	**		
	265	227	219	200	250	233	358	243	234	2229	218	118	82	1991	653			
	d					b d l				-								
Neither satisfied or dissatisfied	11%	8%	12%	12%	12%	13%	14%	12%	11%	12%	12%	12%	10%	11%	12%	**		
	59	46	62	64	68	71	97	72	55	594	56	36	18	507	192			
										-								
Fairly dissatisfied	7%	5%	10%	4%	4%	5%	5%	7%	6%	6%	7%	8%	6%	6%	7%	**		
	38	30	52	24	24	28	36	44	30	306	35	24	12	268	108			
										-								
Very dissatisfied (5)	1%	1%	3%	1%	1%	3%	2%	1%	4%	2%	2%	2%	2%	2%	2%	**		
	6	3	17	6	6	18	12	7	20	96	10	7	3	82	34			
										-								
I don't know	2%	3%	1%	1%	2%	3%	2%	1%	1%	2%	2%	1%	1%	2%	1%	**		
	9	18	7	7	13	15	11	6	4	89	9	3	2	82	21			
										-								
NET: Satisfied	79%	83%	74%	82%	80%	76%	78%	78%	79%	79%	77%	77%	81%	79%	77%	**		
	417	473	392	445	454	406	539	468	407	4002	375	234	147	3568	1187			
										-								
NET: Dissatisfied	8%	6%	13%	5%	5%	9%	7%	9%	10%	8%	9%	10%	8%	8%	9%	**		
	45	33	69	30	30	46	48	52	51	403	44	30	15	350	142			
										-								
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
										-								
Average	2.0	1.8	2.1	1.8	1.9	2.0	2.0	1.9	2.0	1.9	2.0	2.0	1.9	1.9	2.0	2.6		
Standard Deviation	0.9	0.9	1.1	0.9	0.9	1.0	0.9	1.0	1.0	0.9	1.0	1.0	0.9	0.9	1.0	0.5		
Unweighted base	369	401	382	391	410	382	511	430	381	3657	741	730	711	3974	1859	6		
Weighted base	521	552	523	539	552	522	685	592	513	4998	475	300	180	4425	1522	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 4

Q63: How satisfied are you with the following aspects of Royal Mail's service? Availability of post boxes by Demographics Part 4											
		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied (1)	28%	35%	32%	32%	35%	35%	34%	37%	35%	39%	
	98	2013	250	257	439	388	197	579	1965	140	
	a										
Fairly satisfied	37%	44%	41%	43%	43%	43%	44%	46%	44%	43%	
	130	2517	318	346	538	477	254	714	2490	155	
	a										
Neither satisfied or dissatisfied	20%	11%	14%	14%	11%	12%	12%	9%	12%	9%	
	69	634	111	114	140	129	69	140	665	32	
	B										
Fairly dissatisfied	8%	6%	8%	8%	7%	6%	6%	4%	6%	6%	
	27	349	65	61	85	71	33	63	353	22	
Very dissatisfied (5)	5%	2%	2%	3%	2%	2%	2%	1%	2%	2%	
	18	98	16	25	26	19	11	19	110	6	
	b										
I don't know	3%	2%	2%	1%	1%	1%	2%	2%	2%	1%	
	10	93	17	7	18	16	11	33	97	3	
NET: Satisfied	65%	79%	73%	74%	78%	79%	78%	84%	78%	82%	
	227	4530	568	603	977	865	451	1293	4455	295	
	A										
NET: Dissatisfied	13%	8%	10%	11%	9%	8%	8%	5%	8%	8%	
	44	448	81	86	110	90	44	81	463	28	
	b		f		f		f				
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.2	1.9	2.1	2.1	2.0	1.9	1.9	1.8	2.0	1.9	
Standard Deviation	1.1	0.9	1.0	1.0	1.0	0.9	0.9	0.8	0.9	0.9	
Unweighted base	355	5484	788	790	1375	1255	639	992	5638	188	
Weighted base	341	5612	759	803	1228	1085	564	1513	5582	355	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	28%	34%	23%	23%	30%	24%	29%	27%	26%	29%
	1669	839	830		458	367	443	400	773	896
	-	B								a
Fairly satisfied	41%	40%	42%	42%	40%	42%	41%	43%	40%	40%
	2502	992	1510	643	607	640	611	1270	1232	
	-									
Neither satisfied or dissatisfied	14%	11%	17%	13%	16%	14%	15%	15%	14%	14%
	867	266	601	197	240	213	217	445	422	
	-		A							
Fairly dissatisfied	11%	9%	12%	10%	13%	10%	11%	11%	12%	13%
	674	226	449	155	198	155	166	317	357	
	-		a							
Very dissatisfied (5)	4%	4%	5%	5%	6%	3%	4%	4%	5%	5%
	272	87	185	71	84	53	64	127	145	145
	-		a							
I don't know	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%
	72	42	30	20	13	23	16	35	37	37
	-	b								
NET: Satisfied	69%	75%	65%	71%	65%	71%	69%	69%	69%	69%
	4171	1831	2340	1102	974	1083	1012	2043	2128	2128
	-	B		b		b				
NET: Dissatisfied	16%	13%	18%	15%	19%	14%	16%	15%	16%	16%
	947	312	634	226	282	208	231	444	502	502
	-		A		c					
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	2.2	2.1	2.3	2.2	2.3	2.2	2.2	2.2	2.2	2.2
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1
Unweighted base	5878	1080	4798	1503	1472	1479	1424	2822	3056	3056
Weighted base	5984	2410	3574	1525	1496	1504	1459	2932	3052	3052
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 2

Age													SEG						Working status	
Column %																				
Weighted counts																				
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working						
Very satisfied (1)	24%	26%	28%	30%	31%	32%	28%	27%	29%	26%	29%	26%	27%	28%						
	202	509	549	190	409	218	887	782	398	489	383	399	852	811						
Fairly satisfied	46%	45%	41%	35%	35%	35%	40%	42%	38%	42%	40%	45%	44%	39%						
	386	868	785	223	463	240	1297	1205	513	784	518	687	1369	1129						
Neither satisfied or dissatisfied	17%	16%	13%	11%	12%	12%	13%	16%	15%	12%	15%	16%	14%	14%						
	145	307	259	69	155	86	417	450	198	219	195	255	449	405						
Fairly dissatisfied	8%	9%	11%	16%	16%	15%	13%	9%	11%	14%	10%	9%	10%	12%						
	65	179	221	102	209	107	407	267	154	253	136	132	316	358						
Very dissatisfied (5)	3%	3%	5%	8%	6%	5%	5%	4%	6%	4%	4%	3%	4%	5%						
	22	62	106	52	83	31	165	108	84	81	56	52	117	154						
I don't know	3%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%						
	27	14	17	3	13	10	38	34	13	25	16	18	24	46						
NET: Satisfied	69%	71%	69%	65%	65%	66%	68%	70%	67%	69%	69%	70%	71%	67%						
	589	1376	1335	414	872	458	2184	1987	911	1273	901	1087	2221	1941						
NET: Dissatisfied	10%	12%	17%	24%	22%	20%	18%	13%	17%	18%	15%	12%	14%	18%						
	87	241	327	154	292	138	572	375	237	334	192	184	433	511						
Effective Column n																				
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685						
Average	2.2	2.2	2.2	2.4	2.3	2.3	2.3	2.2	2.3	2.3	2.2	2.2	2.2	2.3						
Standard Deviation	1.0	1.0	1.1	1.3	1.2	1.2	1.1	1.1	1.2	1.1	1.1	1.0	1.1	1.2						
Unweighted base	809	1960	1924	621	1185	564	3226	2652	1409	1817	1171	1481	3013	2838						
Weighted base	820	1924	1921	637	1319	682	3172	2812	1346	1826	1287	1525	3102	2856						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

QG3: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	22%	29%	27%	36%	32%	21%	24%	28%	26%	23%	27%	27%	30%	34%	28%	27%		
	119	167	143	196	180	113	168	165	133	1383	133	90	63	1252	416			
				a f g	f					-			f					
Fairly satisfied	47%	46%	37%	38%	38%	46%	46%	34%	39%	41%	41%	36%	47%	41%	42%	**		
	251	260	198	208	216	249	319	206	203	2109	201	108	85	1858	642			
	h						h			-			l					
Neither satisfied or dissatisfied	15%	11%	12%	16%	16%	17%	18%	14%	14%	15%	11%	12%	10%	15%	13%	**		
	80	60	63	87	93	94	127	81	72	757	54	36	19	664	199			
										-								
Fairly dissatisfied	10%	10%	14%	8%	9%	10%	8%	17%	13%	11%	13%	16%	6%	11%	12%	**		
	50	57	75	42	53	54	52	104	69	556	61	47	10	495	179			
			g					a d e G m		-	m	d g M						
Very dissatisfied (5)	5%	3%	7%	2%	2%	5%	3%	6%	6%	4%	6%	7%	2%	4%	6%	**		
	24	18	39	10	12	25	24	35	32	220	29	20	3	175	98			
										-		m			a			
I don't know	1%	1%	2%	1%	2%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	**		
	5	9	12	3	11	4	5	7	7	62	6	1	3	62	10			
										-								
NET: Satisfied	70%	75%	64%	74%	70%	67%	70%	62%	65%	69%	69%	65%	81%	69%	69%	**		
	370	427	341	404	396	361	487	370	336	3492	334	198	147	3111	1058			
		h		h						-			c f h i k l					
NET: Dissatisfied	14%	13%	21%	10%	12%	15%	11%	23%	20%	15%	19%	22%	7%	15%	18%	**		
	75	75	114	52	65	79	76	139	101	776	90	67	13	670	276			
			b D e G m					a b D E F G M	d e g m	-	d e g M	a b D e f G M						
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.3	2.1	2.4	2.0	2.1	2.3	2.2	2.4	2.3	2.2	2.3	2.3	1.9	2.2	2.3	2.8		
Standard Deviation	1.1	1.0	1.2	1.0	1.0	1.1	1.0	1.2	1.2	1.1	1.2	1.2	0.9	1.1	1.2	0.7		
Unweighted base	372	407	382	395	411	389	517	430	383	3686	745	735	712	4001	1871	6		
Weighted base	525	562	518	543	554	533	691	591	510	5025	478	302	179	4444	1534	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 4

Q63: How satisfied are you with the following aspects of Royal Mail's service? Availability of Post Office branches by Demographics Part 4											
Q67: Inability to leave home without help, due to illness or disability		Q66: Annual household income							Q62: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied (1)	25%	28%	26%	24%	26%	27%	25%	33%	27%	37%	
	87	1581	198	194	329	299	145		504	1530	
								b		a	
Fairly satisfied	37%	42%	39%	41%	41%	44%	40%	41%	42%	33%	
	129	2373	300	332	516	485	231		638	2382	
									b		
Neither satisfied or dissatisfied	16%	14%	18%	14%	16%	13%	16%	11%	14%	13%	
	56	810	139	115	200	143	95		175	814	
			f								
Fairly dissatisfied	12%	11%	11%	14%	11%	12%	12%	9%	11%	13%	
	42	632	88	113	140	127	68		138	627	
Very dissatisfied (5)	8%	4%	6%	6%	4%	4%	4%	3%	5%	2%	
	27	245	48	52	54	42	24		52	265	
	b										
I don't know	3%	1%	0%	0%	1%	1%	2%	2%	1%	3%	
	9	62	3	4	8	6	12		39	60	
	b					c d		a b c d		a	
NET: Satisfied	62%	69%	64%	65%	68%	71%	65%	74%	69%	70%	
	216	3955	499	525	845	784	376		1142	3912	
		a			a b			a b c e			
NET: Dissatisfied	20%	15%	17%	20%	16%	15%	16%	12%	16%	14%	
	69	878	136	165	194	169	92		191	893	
			f								
Effective Column n											
	216	3268	475	470	817	747	380		595	3363	
Average	2.4	2.2	2.3	2.4	2.3	2.2	2.3	2.1	2.2	2.1	
Standard Deviation	1.2	1.1	1.2	1.2	1.1	1.1	1.1	1.1	1.1	1.1	
Unweighted base	362	5516	804	794	1383	1262	641	994	5679	185	
Weighted base	341	5643	773	806	1239	1095	563	1508	5618	349	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied (1)	21%	29%	15%	21%	20%	21%	22%	21%	20%	20%	
	1250	723	527	319	296	315	320	621	629		
	-	B									
Fairly satisfied	40%	45%	37%	41%	41%	41%	40%	40%	41%		
	2449	1104	1346	627	613	623	586	1190	1259		
	-	B									
Neither satisfied or dissatisfied	20%	15%	24%	20%	20%	21%	20%	20%	20%		
	1212	360	852	305	295	320	292	593	619		
	-		A								
Fairly dissatisfied	12%	6%	16%	13%	13%	11%	12%	12%	13%		
	744	159	585	199	197	165	183	344	399		
	-		A								
Very dissatisfied (5)	6%	3%	7%	5%	7%	6%	6%	6%	5%		
	348	78	270	74	102	90	81	182	166		
	-		A								
I don't know	1%	1%	1%	1%	0%	1%	1%	1%	1%		
	53	28	25	20	6	14	13	36	17		
	-							b			
NET: Satisfied	61%	75%	52%	61%	60%	61%	61%	61%	61%		
	3700	1827	1873	946	909	939	907	1811	1888		
	-	B									
NET: Dissatisfied	18%	10%	24%	18%	20%	17%	18%	18%	18%		
	1092	237	855	273	299	255	264	527	565		
	-		A								
Effective Column n											
	3484	645	2838	892	870	878	844	1673	1811		
Average	2.4	2.1	2.6	2.4	2.5	2.4	2.4	2.4	2.4		
Standard Deviation	1.1	1.0	1.1	1.1	1.1	1.1	1.1	1.1	1.1		
Unweighted base	5891	1087	4804	1503	1477	1484	1427	2828	3063		
Weighted base	6003	2423	3580	1525	1503	1513	1462	2931	3072		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 2

Column % Weighted counts Column Comparisons	Age					SEG					Working status				
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Very satisfied (1)	17%	24%	20%	19%	19%	19%	19%	22%	19%	22%	21%	21%	18%	23%	18%
	144	457	395	121	254	134	699	551	304	395	268	283	714	534	
	a					-	-	-					b		
Fairly satisfied	47%	39%	42%	38%	37%	35%	38%	43%	36%	40%	43%	43%	43%	41%	39%
	395	761	805	244	488	245	1233	1216	490	743	560	656	1295	1146	
	b d f					-	-	-			c	c			
Neither satisfied or dissatisfied	21%	20%	19%	21%	20%	19%	19%	21%	21%	18%	18%	18%	23%	19%	21%
	176	395	370	136	271	135	620	592	281	339	241	351	593	607	
						-	-	-							
Fairly dissatisfied	10%	10%	13%	13%	15%	17%	13%	12%	13%	13%	12%	11%	11%	14%	
	85	203	255	85	201	116	411	333	173	238	161	172	344	399	
						a b	-	-					a		
Very dissatisfied (5)	4%	5%	6%	8%	8%	8%	7%	5%	8%	6%	5%	5%	4%	5%	7%
	30	100	108	51	110	59	218	130	103	116	62	67	156	191	
						a b	-	-	f					a	
I don't know	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
	17	23	4	4	9	5	28	25	8	20	12	13	25	25	
	C					c									
NET: Satisfied	64%	63%	62%	57%	56%	55%	60%	62%	58%	61%	64%	61%	64%	58%	
	539	1217	1200	364	743	378	1932	1768	794	1138	828	939	2008	1680	
	f					f	-	-					B		
NET: Dissatisfied	14%	16%	19%	21%	23%	25%	20%	16%	20%	19%	17%	16%	16%	20%	
	116	303	363	136	310	174	629	462	275	354	223	239	499	590	
	a					a b	-	-					A		
Effective Column n						A B c									
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685	
Average	2.4	2.3	2.4	2.5	2.6	2.6	2.4	2.4	2.5	2.4	2.4	2.4	2.3	2.5	
Standard Deviation	1.0	1.1	1.1	1.2	1.2	1.2	1.2	1.1	1.2	1.1	1.1	1.1	1.0	1.1	
Unweighted base	813	1957	1933	622	1188	566	3234	2657	1411	1823	1176	1481	3018	2846	
Weighted base	830	1915	1934	636	1324	688	3182	2822	1351	1831	1292	1530	3101	2877	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 3

UK nation												Rurality						
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	16%	23%	21%	25%	23%	23%	21%	17%	18%	21%	18%	21%	24%	21%	18%	18%	**	
	86	130	112	135	128	122	147	101	94	1056	87	63	44	966	284			
Fairly satisfied	45%	46%	40%	34%	40%	30%	41%	41%	45%	40%	42%	39%	45%	41%	39%	39%	**	
	241	261	212	188	226	160	287	246	230	2050	202	117	81	1849	600			
	f	F					f	f	f	-	f		f					
Neither satisfied or dissatisfied	19%	15%	21%	23%	19%	23%	21%	20%	19%	20%	19%	21%	19%	19%	22%	**		
	103	86	110	128	107	124	146	119	96	1020	93	64	35	866	342			
Fairly dissatisfied	11%	11%	12%	12%	14%	13%	11%	14%	13%	12%	15%	13%	8%	12%	14%	**		
	57	62	62	67	77	68	73	86	65	618	73	38	15	529	214			
Very dissatisfied (5)	7%	4%	5%	5%	4%	10%	5%	6%	6%	6%	5%	7%	4%	6%	6%	**		
	39	23	29	25	22	54	37	35	32	296	24	20	7	252	95			
I don't know	1%	1%	1%	0%	1%	2%	1%	2%	0%	1%	1%	0%	0%	1%	0%	**		
	3	8	4	3	4	9	6	10	0	47	5	0	0	45	7			
NET: Satisfied	62%	69%	61%	59%	63%	53%	62%	58%	63%	61%	60%	59%	69%	62%	57%	**		
	327	391	324	323	354	282	434	347	324	3106	289	180	125	2815	884			
		f								-				b c	c			
NET: Dissatisfied	18%	15%	17%	17%	18%	23%	16%	20%	19%	18%	20%	19%	12%	17%	20%	**		
	97	85	91	92	100	122	110	121	96	914	97	59	22	780	309			
										-								
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.5	2.3	2.4	2.4	2.4	2.6	2.4	2.5	2.4	2.4	2.5	2.5	2.2	2.4	2.5	3.5		
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.3	1.1	1.1	1.1	1.1	1.1	1.2	1.0	1.1	1.1	0.8		
Unweighted base	373	406	387	395	412	388	516	430	385	3692	747	736	716	4008	1877	6		
Weighted base	527	562	526	543	560	529	690	587	517	5040	479	303	181	4461	1536	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Cost of postage by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability												QJ6: Annual household income				QJ2: Internet usage			
Column %																			
Weighted counts																			
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user			
Very satisfied (1)	19%	21%	14%	17%	17%	17%	19%	20%	23%	I don't know/ I prefer not to answer		27%	20%	31%					
	68	1182	112	141	239			217	130			411	1139	111					
							a		a	A b c d				A					
Fairly satisfied	41%	40%	37%	44%	40%	39%	38%	43%	41%	38%									
	142	2307	289	354	496	428	217	664	2303	137									
Neither satisfied or dissatisfied	18%	20%	26%	20%	21%	22%	18%	15%	20%	15%									
	61	1150	205	165	257	243	103	239	1151	54									
			c e F		f		f												
Fairly dissatisfied	16%	12%	14%	13%	14%	13%	14%	8%	12%	10%									
	55	689	112	109	173	141	82	128	706	37									
			f	f	f	f	f												
Very dissatisfied (5)	6%	6%	6%	5%	6%	6%	6%	6%	6%	3%									
	19	329	47	37	73	66	37	87	335	12									
I don't know	1%	1%	1%	0%	1%	1%	1%	1%	1%	2%									
	4	48	11	4	9	6	5	18	43	7									
										a									
NET: Satisfied	60%	61%	52%	61%	59%	59%	60%	70%	61%	69%									
	210	3489	401	495	734	645	348	1075	3442	248									
			a		a	a	a	A b C D e		a									
NET: Dissatisfied	21%	18%	20%	18%	20%	19%	21%	14%	18%	14%									
	75	1017	159	146	246	207	119	215	1042	49									
			f		f		f												
Effective Column n																			
	216	3268	475	470	817	747	380	595	3363	111									
Average	2.5	2.4	2.6	2.4	2.5	2.5	2.4	2.2	2.4	2.1									
Standard Deviation	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.1	1.1	1.1									
Unweighted base	363	5528	799	796	1384	1266	644	1002	5691	186									
Weighted base	346	5657	766	806	1238	1095	570	1529	5635	351									
Columns	A	B	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	29%	38%	23%	30%	28%	31%	29%	28%	30%	
	1774	930	844	458	421	472	423	841	933	
	-	B								
Fairly satisfied	43%	41%	45%	43%	43%	45%	43%	43%	44%	
	2632	994	1638	659	649	682	641	1285	1347	
	-		a							
Neither satisfied or dissatisfied	17%	10%	21%	17%	18%	14%	16%	18%	15%	
	1001	244	757	264	276	220	241	526	476	
	-		A							
Fairly dissatisfied	4%	3%	5%	3%	5%	4%	4%	4%	4%	
	250	69	181	47	79	62	62	114	136	
	-		a							
Very dissatisfied (5)	2%	1%	2%	2%	2%	2%	2%	2%	2%	
	106	27	79	28	24	28	26	56	50	
	-		a							
I don't know	5%	8%	3%	6%	4%	4%	6%	5%	5%	
	292	187	105	87	61	63	82	145	147	
	-	B								
NET: Satisfied	73%	79%	69%	72%	71%	76%	72%	72%	74%	
	4407	1924	2482	1118	1070	1155	1064	2127	2280	
	-	B								
NET: Dissatisfied	6%	4%	7%	5%	7%	6%	6%	6%	6%	
	356	95	260	75	103	89	88	169	186	
	-		A							
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	2.0	1.8	2.1	2.0	2.1	2.0	2.0	2.0	2.0	
Standard Deviation	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9	
Unweighted base	5706	1001	4705	1454	1433	1439	1380	2735	2971	
Weighted base	5764	2264	3500	1458	1448	1464	1393	2822	2942	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very satisfied (1)	22%	29%	29%	34%	35%	35%	29%	29%	30%	29%	30%	29%	29%	29%	29%										
	188	564	562	217	460	243	938	836	410	529	389	447	919	852											
Fairly satisfied	45%	46%	45%	35%	36%	37%	44%	43%	43%	45%	41%	45%	46%	41%	41%										
	383	894	871	226	484	258	1409	1223	582	827	531	692	1424	1198											
Neither satisfied or dissatisfied	d f	D f	d f	-	-	-	-	-					b												
	20%	16%	15%	17%	17%	17%	16%	18%	15%	16%	18%	17%	15%	18%	18%										
Fairly dissatisfied	170	311	295	106	225	119	501	500	207	295	238	262	479	512											
				-	-	-	-	-																	
Very dissatisfied (5)	5%	3%	4%	5%	4%	4%	5%	4%	5%	4%	4%	3%	4%	4%	4%										
	43	65	83	34	59	24	149	101	74	75	52	50	122	127											
I don't know				-	-	-	-	-																	
	2%	2%	2%	2%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	2%										
NET: Satisfied	17	31	41	13	17	5	62	44	21	41	20	24	52	52											
				-	-	-	-	-																	
NET: Dissatisfied	5%	4%	4%	7%	7%	6%	5%	5%	5%	5%	6%	4%	4%	5%	5%										
	46	73	86	43	87	44	151	141	66	85	73	68	130	160											
Effective Column n				-	-	-	-	-																	
	67%	75%	74%	69%	71%	72%	73%	72%	73%	73%	71%	74%	75%	71%	71%										
Average	572	1458	1433	444	944	501	2347	2060	992	1356	921	1139	2343	2051											
		a	a	-	-	-	-	-					b												
Standard Deviation	7%	5%	6%	7%	6%	4%	7%	5%	7%	6%	5%	5%	6%	6%	6%										
	60	96	123	47	76	29	211	145	95	116	72	74	174	180											
Unweighted base				-	-	-	-	-																	
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Weighted base	2.1	2.0	2.0	2.0	1.9	1.9	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0										
	0.9	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9										
Columns	790	1915	1871	594	1130	536	3134	2572	1364	1770	1137	1435	2940	2739											
	802	1865	1852	597	1245	648	3059	2705	1293	1766	1230	1475	2996	2743											
	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	28%	37%	34%	32%	30%	27%	24%	28%	26%	29%	26%	30%	31%	30%	29%	**		
	147	210	178	175	169	147	168	168	136	1499	128	91	56	1334	441			
	g																	
Fairly satisfied	49%	36%	40%	37%	43%	40%	52%	42%	50%	43%	46%	40%	42%	44%	42%	**		
	260	205	211	203	244	218	359	253	258	2210	224	122	76	1983	647			
	b d						8 c d f l		b d		b							
Neither satisfied or dissatisfied	16%	17%	15%	15%	18%	21%	17%	17%	13%	17%	17%	18%	12%	16%	18%	**		
	86	97	82	80	100	110	116	104	69	845	82	54	21	726	272			
Fairly dissatisfied	3%	3%	6%	3%	4%	3%	3%	6%	5%	4%	4%	6%	2%	4%	6%	**		
	16	19	31	18	23	17	24	33	28	209	19	18	4	161	89			
	a																	
Very dissatisfied (5)	2%	0%	2%	1%	1%	4%	2%	1%	3%	2%	2%	2%	1%	1%	2%	**		
	11	3	12	6	3	19	14	5	14	87	10	7	1	67	38			
I don't know	2%	6%	3%	12%	5%	5%	2%	6%	2%	5%	4%	4%	13%	5%	4%	**		
	10	37	15	64	26	26	15	33	12	237	21	11	23	236	56			
	a g			A C e f G h i k l								A C e f G h i k l						
NET: Satisfied	77%	73%	74%	69%	73%	68%	76%	70%	76%	73%	73%	70%	73%	74%	70%	**		
	407	415	389	378	413	365	527	421	395	3709	352	213	132	3317	1088			
NET: Dissatisfied	5%	4%	8%	4%	5%	7%	5%	6%	8%	6%	6%	8%	3%	5%	8%	**		
	28	21	43	24	26	36	38	39	41	296	29	26	5	228	127			
												m		a				
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.0	1.9	2.0	1.9	2.0	2.1	2.1	2.0	2.1	2.0	2.0	2.1	1.9	2.0	2.1	2.8		
Standard Deviation	0.9	0.9	1.0	0.9	0.8	1.0	0.9	0.9	0.9	0.9	0.9	1.0	0.8	0.9	1.0	0.7		
Unweighted base	368	396	379	375	396	377	510	415	378	3594	726	717	669	3881	1819	6		
Weighted base	520	533	515	482	539	511	680	564	505	4850	463	292	159	4271	1487	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q63: How satisfied are you with the following aspects of Royal Mail's service? Accessibility of services by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage				
Column %												
Weighted counts												
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Very satisfied (1)	31%	29%	26%	27%	29%	27%	27%	36%	29%	42%		
	108	1667	201	217	358	293	156		550	1620		
Fairly satisfied	38%	44%	39%	45%	43%	47%	45%	42%	44%	32%		
	133	2500	304	365	539	514	260	650	2516	114		
Neither satisfied or dissatisfied	19%	16%	21%	18%	18%	17%	17%	12%	17%	15%		
	68	933	167	143	224	185	96	188	940	53		
Fairly dissatisfied	4%	4%	5%	6%	3%	5%	4%	3%	4%	4%		
	14	236	36	46	44	56	25	43	237	13		
Very dissatisfied (5)	4%	2%	3%	2%	2%	2%	2%	1%	2%	0%		
	13	92	20	13	29	19	9	16	104	1		
I don't know	4%	5%	6%	3%	4%	3%	5%	6%	5%	8%		
	15	277	49	26	53	35	29	100	262	28		
NET: Satisfied	69%	73%	65%	72%	72%	73%	72%	78%	73%	74%		
	240	4166	505	582	898	807	415	1200	4136	263		
NET: Dissatisfied	8%	6%	7%	7%	6%	7%	6%	4%	6%	4%		
	27	329	56	60	72	74	34	60	341	15		
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	2.1	2.0	2.1	2.1	2.0	2.1	2.0	1.8	2.0	1.8		
Standard Deviation	1.0	0.9	1.0	0.9	0.9	0.9	0.9	0.8	0.9	0.9		
Unweighted base	357	5349	768	781	1353	1233	626	945	5522	171		
Weighted base	336	5428	727	784	1193	1066	546	1447	5417	331		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied (1)	18%	21%	15%	18%	16%	18%	19%	17%	18%		
-	1072	521	551	273	243	275	281	506	566		
-		B									
Fairly satisfied	30%	26%	33%	29%	29%	29%	32%	29%	30%		
-	1802	627	1175	450	436	448	468	868	933		
-			A								
Neither satisfied or dissatisfied	23%	15%	28%	22%	25%	23%	22%	24%	22%		
-	1386	373	1013	337	374	346	330	701	686		
-			A								
Fairly dissatisfied	5%	2%	7%	4%	5%	5%	4%	5%	5%		
-	280	44	235	69	74	76	61	140	140		
-			A								
Very dissatisfied (5)	2%	2%	3%	2%	2%	3%	2%	3%	2%		
-	146	45	101	37	38	38	33	94	51		
-								b			
I don't know	23%	34%	15%	25%	23%	23%	20%	22%	23%		
-	1371	842	529	380	344	345	301	658	712		
-		B									
NET: Satisfied	47%	47%	48%	47%	45%	47%	51%	46%	49%		
-	2874	1148	1726	722	679	723	749	1374	1499		
-											
NET: Dissatisfied	7%	4%	9%	7%	7%	7%	6%	8%	6%		
-	426	89	337	106	112	114	94	235	191		
-			A					b			
Effective Column n											
-	3484	645	2838	892	870	878	844	1673	1811		
-											
Average	2.3	2.0	2.4	2.3	2.3	2.3	2.2	2.3	2.2		
Standard Deviation	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0		
Unweighted base	4857	719	4138	1233	1193	1226	1205	2336	2521		
Weighted base	4685	1609	3076	1165	1165	1182	1174	2309	2376		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Very satisfied (1)	16%	18%	19%	17%	16%	16%	18%	18%	18%	18%	18%	19%	16%	19%	16%											
	137	355	362	109	217	109	570	502	238	332	249	253	590	479												
Fairly satisfied	34%	34%	30%	22%	21%	19%	28%	31%	30%	27%	28%	34%	32%	27%												
	292	656	581	140	274	134	913	889	406	507	370	519	1007	786												
Neither satisfied or dissatisfied	D F	D F	d F		-		-	-				d	B													
	23%	21%	23%	26%	25%	24%	23%	22%	23%	24%	22%	23%	21%	25%												
Fairly dissatisfied	196	415	441	168	334	165	747	639	310	437	281	358	661	714												
	7%	5%	4%	4%	3%	3%	5%	5%	5%	5%	5%	4%	5%	4%		a										
Very dissatisfied (5)	55	103	76	25	46	21	151	129	65	87	66	63	157	123												
	3%	3%	3%	1%	1%	1%	2%	2%	2%	3%	2%	2%	3%	2%												
I don't know	22	59	49	9	16	7	79	67	30	49	31	36	88	57												
	17%	18%	22%	30%	33%	37%	23%	22%	23%	24%	24%	20%	20%	26%												
NET: Satisfied	146	349	430	190	446	257	750	621	311	439	307	313	623	743		A										
	51%	52%	49%	39%	37%	35%	46%	49%	47%	45%	47%	50%	51%	44%												
NET: Dissatisfied	428	1011	943	248	491	243	1483	1391	644	839	619	772	1597	1265												
	d F	D F	d F		-		-	-					B													
Effective Column n	9%	8%	6%	5%	5%	4%	7%	7%	7%	7%	7%	6%	8%	6%												
	77	162	124	34	62	27	230	196	94	135	96	99	245	180												
Average	f	f			-		-	-																		
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685												
Standard Deviation	2.3	2.3	2.2	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3	2.3												
Unweighted base	1.0	1.0	1.0	1.0	1.0	1.0	0.9	1.0	1.0	1.0	1.0	1.0	0.9	1.0												
Weighted base	730	1707	1574	459	846	387	2645	2212	1150	1495	970	1242	2586	2247												
Columns	702	1589	1508	450	886	436	2460	2226	1048	1412	996	1229	2503	2159												
	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 3

UK nation																Rurality			
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Very satisfied (1)	13%	22%	19%	20%	17%	18%	19%	15%	18%	18%	16%	18%	17%	18%	16%	**			
	68	128	99	109	97	94	133	88	92	908	79	54	31	825	247				
Fairly satisfied	31%	25%	29%	26%	37%	26%	40%	27%	28%	30%	30%	24%	27%	31%	27%	**			
	164	142	155	144	209	140	279	160	143	1535	144	74	48	1377	423				
Neither satisfied or dissatisfied	25%	19%	27%	18%	19%	20%	21%	24%	28%	22%	26%	28%	18%	21%	28%	**			
	135	111	143	98	107	109	148	146	143	1140	127	86	33	956	427				
Fairly dissatisfied	3%	3%	5%	4%	6%	5%	6%	4%	5%	5%	5%	5%	3%	4%	5%	**			
	16	17	27	23	33	29	39	25	24	232	26	15	6	201	79				
Very dissatisfied (5)	2%	1%	2%	2%	2%	4%	2%	3%	3%	2%	2%	4%	2%	2%	2%	**			
	9	6	12	9	11	24	15	19	16	120	12	11	3	108	38				
I don't know	26%	29%	18%	30%	19%	26%	12%	27%	19%	23%	20%	21%	34%	23%	21%	**			
	138	166	94	163	108	142	80	160	100	1151	96	62	61	1041	328				
	c G	c e G i k		c e G i k l	g	c G		c G	g	-	g	g	C e G i k l						
NET: Satisfied	44%	47%	48%	46%	54%	44%	59%	41%	45%	48%	46%	42%	44%	49%	43%	**			
	232	270	254	253	306	234	412	248	235	2443	223	128	79	2201	670				
NET: Dissatisfied	5%	4%	7%	6%	8%	10%	8%	7%	8%	7%	8%	9%	5%	7%	8%	**			
	25	23	39	32	43	53	54	44	39	352	38	26	9	309	117				
Effective Column n																			
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	2.3	2.1	2.3	2.2	2.2	2.4	2.2	2.4	2.3	2.3	2.4	2.4	2.2	2.2	2.4	2.6			
Standard Deviation	0.9	0.9	1.0	1.0	0.9	1.1	0.9	1.0	1.0	1.0	1.0	1.0	0.9	1.0	1.0	0.5			
Unweighted base	307	334	335	320	345	306	464	343	316	3070	616	607	564	3307	1545	5			
Weighted base	391	404	435	383	456	396	615	438	417	3936	389	240	120	3466	1215	5			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QG3: How satisfied are you with the following aspects of Royal Mail's service? Easy to access information, e.g. about complaints procedures by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very satisfied (1)	26%	17%	14%	16%	17%	16%	19%	22%	17%	22%	
	91	981	112	128	215	175	107	335	990	80	
	b										
Fairly satisfied	28%	30%	29%	27%	29%	34%	32%	28%	31%	17%	
	99	1703	227	217	365	379	182	431	1734	62	
									B		
Neither satisfied or dissatisfied	22%	23%	26%	25%	25%	22%	23%	19%	23%	19%	
	77	1309	204	199	316	246	133	289	1308	70	
			f		f						
Fairly dissatisfied	7%	4%	5%	5%	5%	6%	5%	3%	5%	2%	
	24	256	40	37	66	65	27	45	271	8	
Very dissatisfied (5)	5%	2%	2%	2%	3%	2%	3%	2%	2%	3%	
	16	130	18	16	42	26	18	26	136	10	
	b										
I don't know	13%	23%	23%	26%	19%	19%	19%	27%	22%	36%	
	44	1326	175	213	242	210	109	422	1239	129	
		A		c d e				c d e		A	
NET: Satisfied	54%	47%	44%	43%	47%	50%	50%	49%	48%	40%	
	189	2684	339	345	581	554	288	766	2724	142	
									b		
NET: Dissatisfied	11%	7%	8%	6%	9%	8%	8%	5%	7%	5%	
	39	386	58	53	108	92	45	71	407	17	
	b			f	f						
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Average	2.3	2.3	2.4	2.3	2.4	2.3	2.3	2.1	2.3	2.1	
Standard Deviation	1.1	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.1	
Unweighted base	333	4524	664	652	1170	1075	546	750	4714	129	
Weighted base	306	4379	601	597	1004	892	466	1125	4439	229	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Very satisfied (1)	19%	24%	16%	19%	17%	20%	22%	20%	18%		
-	1171	595	576	299	251	301	320	600	571		
-	B						b				
Fairly satisfied	33%	30%	35%	33%	35%	33%	31%	31%	35%		
-	2002	725	1277	509	526	505	462	917	1085		
-			A						a		
Neither satisfied or dissatisfied	28%	21%	33%	27%	29%	29%	27%	30%	27%		
-	1700	515	1185	423	439	437	401	880	819		
-			A					b			
Fairly dissatisfied	4%	2%	5%	4%	4%	3%	3%	4%	3%		
-	213	38	175	62	61	48	43	123	90		
-			A					b			
Very dissatisfied (5)	1%	0%	2%	1%	1%	1%	2%	2%	1%		
-	81	8	74	19	17	21	25	52	30		
-			A					b			
I don't know	15%	23%	9%	15%	14%	14%	15%	13%	16%		
-	889	571	318	234	216	214	224	395	494		
-		B							a		
NET: Satisfied	52%	54%	51%	52%	51%	53%	53%	51%	54%		
-	3173	1319	1853	807	777	806	782	1517	1656		
-											
NET: Dissatisfied	5%	2%	7%	5%	5%	5%	5%	6%	4%		
-	295	46	249	80	78	69	67	175	120		
-			A					b			
Effective Column n											
-	3484	645	2838	892	870	878	844	1673	1811		
-											
Average	2.2	2.0	2.4	2.2	2.3	2.2	2.2	2.3	2.2		
Standard Deviation	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9		
Unweighted base	5244	833	4411	1352	1307	1308	1277	2541	2703		
Weighted base	5167	1880	3287	1311	1293	1313	1251	2572	2595		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very satisfied (1)	16%	21%	21%	19%	17%	15%	19%	20%	19%	19%	22%	17%	21%	17%											
	136	415	399	119	222	102	613	558	263	349	290	268	671	497											
	a f		f			-	-						b												
Fairly satisfied	38%	36%	33%	23%	26%	28%	31%	35%	30%	33%	33%	36%	35%	31%											
	324	702	633	149	343	194	1011	991	401	610	435	556	1101	897											
	D f	D f	d			-	-						c	b											
Neither satisfied or dissatisfied	27%	26%	28%	35%	32%	29%	29%	27%	31%	28%	25%	28%	25%	31%											
	225	496	550	226	429	203	939	761	425	514	324	437	796	888											
			a B C		-	-		e						A											
Fairly dissatisfied	6%	4%	3%	3%	2%	1%	3%	4%	3%	3%	4%	3%	4%	3%											
	47	85	57	16	25	9	111	102	47	64	50	52	132	81											
	c f	f			-	-						b													
Very dissatisfied (5)	1%	2%	1%	1%	1%	0%	1%	1%	1%	1%	1%	1%	2%	1%											
	9	39	23	7	10	3	46	35	19	27	16	19	51	30											
I don't know	13%	10%	14%	19%	23%	26%	15%	14%	15%	15%	14%	14%	12%	18%											
	107	202	276	122	304	182	490	399	204	286	187	212	377	509											
			b	a B C		-	A B C d								A										
NET: Satisfied	54%	58%	53%	42%	42%	43%	51%	54%	49%	52%	56%	53%	57%	48%											
	460	1116	1032	268	565	296	1624	1549	665	959	726	823	1771	1394											
	D f	D F	D F			-	-				c		B												
NET: Dissatisfied	7%	6%	4%	4%	3%	2%	5%	5%	5%	5%	5%	5%	6%	4%											
	56	124	80	23	35	11	157	137	66	91	67	71	183	111											
	F	c F			-	-		-				b													
Effective Column n																									
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Average	2.3	2.2	2.2	2.3	2.3	2.2	2.3	2.2	2.3	2.2	2.2	2.2	2.2	2.3											
Standard Deviation	0.9	0.9	0.9	0.9	0.9	0.8	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9											
Unweighted base	750	1803	1716	528	975	447	2857	2387	1247	1610	1055	1332	2756	2464											
Weighted base	741	1736	1662	518	1028	510	2720	2447	1155	1565	1116	1331	2749	2393											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 3

UK nation													Rurality					
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Very satisfied (1)	16%	26%	21%	21%	19%	20%	22%	13%	16%	20%	16%	19%	22%	20%	19%	**		
	85	149	111	117	106	109	154	81	82	996	78	58	39	885	286			
	h k																	
Fairly satisfied	39%	30%	30%	23%	35%	37%	43%	27%	37%	34%	31%	27%	34%	34%	31%	**		
	204	168	161	125	200	198	301	160	193	1710	148	81	62	1524	477			
	D h l																	
Neither satisfied or dissatisfied	29%	26%	31%	24%	28%	25%	23%	34%	30%	28%	32%	32%	20%	27%	32%	**		
	156	147	163	131	157	135	162	206	154	1410	156	98	36	1197	497			
	g m																	
Fairly dissatisfied	2%	3%	5%	5%	4%	4%	4%	4%	3%	4%	2%	4%	3%	4%	3%	**		
	11	16	24	26	21	19	28	24	14	184	11	12	6	174	39			
	-																	
Very dissatisfied (5)	1%	0%	1%	1%	1%	2%	2%	1%	2%	1%	1%	1%	1%	1%	2%	**		
	7	2	6	4	8	11	15	7	9	69	6	4	1	58	23			
	-																	
I don't know	12%	15%	12%	26%	13%	12%	5%	20%	12%	14%	18%	16%	20%	15%	14%	**		
	66	87	64	143	73	66	34	120	65	718	85	49	37	668	221			
	g																	
NET: Satisfied	55%	56%	51%	44%	54%	57%	65%	40%	53%	53%	47%	46%	56%	53%	49%	**		
	289	318	272	242	306	307	455	240	275	2706	226	139	102	2409	763			
	d h																	
NET: Dissatisfied	4%	3%	6%	5%	5%	6%	6%	5%	4%	5%	4%	5%	4%	5%	4%	**		
	19	18	30	30	29	30	44	31	23	253	18	17	7	232	63			
	-																	
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Average	2.2	2.1	2.3	2.2	2.2	2.2	2.2	2.4	2.3	2.2	2.3	2.3	2.1	2.2	2.3	2.8		
Standard Deviation	0.8	0.9	0.9	1.0	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.4		
Unweighted base	340	371	354	337	367	353	491	374	342	3329	644	645	626	3589	1649	6		
Weighted base	464	483	466	402	492	472	661	477	452	4369	400	253	145	3839	1322	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QG3: How satisfied are you with the following aspects of Royal Mail's service? Product and service innovation by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability			QJ6: Annual household income								QJ2: Internet usage			
Column %														
Weighted counts	Yes – I am household	No – I am not household	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	
Column Comparisons													NET: Internet user	
Very satisfied (1)	21%		19%		17%	15%	17%	18%	18%	18%	26%	19%	22%	
	75		1096		132	123	216	194	102		404	1087	79	
	a B C D e													
Fairly satisfied	35%		33%		30%	31%	35%	37%	32%		32%	34%	19%	
	123		1878		236	250	438	404	185		489	1929	69	
	B													
Neither satisfied or dissatisfied	21%		29%		30%	32%	28%	29%	30%		24%	28%	25%	
	73		1626		231	260	345	316	175		372	1604	89	
	a													
Fairly dissatisfied	7%		3%		4%	4%	4%	5%	5%		1%	4%	2%	
	24		190		29	30	54	53	29		19	205	7	
	b f f F F f													
Very dissatisfied (5)	4%		1%		2%	2%	1%	1%	3%		0%	1%	1%	
	14		67		13	13	18	16	15		7	76	5	
	B													
I don't know	12%		15%		17%	17%	14%	11%	12%		17%	14%	31%	
	41		848		135	134	174	119	70		256	778	109	
	d d													
NET: Satisfied	57%		52%		47%	46%	53%	54%	50%		58%	53%	41%	
	198		2974		368	373	655	598	286		893	3016	148	
	b a b B													
NET: Dissatisfied	11%		4%		5%	5%	6%	6%	8%		2%	5%	4%	
	38		257		42	43	72	68	44		26	281	13	
	B f f F F F													
Effective Column n														
	216		3268		475	470	817	747	380		595	3363	111	
Average	2.3		2.2		2.3	2.3	2.3	2.3	2.3		2.0	2.2	2.2	
Standard Deviation	1.1		0.9		0.9	0.9	0.9	0.9	1.0		0.8	0.9	1.0	
Unweighted base	341		4903		698	711	1242	1166	590		837	5095	135	
Weighted base	310		4857		641	676	1072	982	505		1291	4901	249	
Columns	A	B	A	B	C	D	E	F	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q65: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	38%	51%	29%	39%	34%	40%	39%	38%	38%	
	2307	1247	1060	610	516	610	571	1136	1171	
	-	B								
Fairly satisfied	47%	42%	50%	46%	49%	46%	47%	45%	49%	
	2840	1040	1800	715	740	698	688	1321	1520	
	-		A						a	
Neither satisfied nor dissatisfied	11%	5%	15%	10%	13%	10%	11%	12%	10%	
	649	124	525	149	189	153	158	342	307	
	-		A							
Fairly dissatisfied	3%	1%	4%	3%	3%	3%	3%	3%	2%	
	168	23	144	43	39	45	41	101	67	
	-		A					b		
Very dissatisfied (5)	1%	0%	2%	1%	1%	1%	1%	2%	0%	
	64	4	59	16	19	15	13	49	15	
	-		A					B		
I don't know	0%	1%	0%	1%	0%	0%	0%	1%	0%	
	28	13	15	13	5	7	4	20	8	
	-									
NET: Satisfied	85%	93%	79%	86%	83%	86%	85%	83%	87%	
	5148	2287	2861	1325	1256	1307	1259	2457	2691	
	-	B							A	
NET: Dissatisfied	4%	1%	6%	4%	4%	4%	4%	5%	3%	
	231	28	204	59	58	60	54	149	82	
	-		A					B		
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	1.8	1.6	2.0	1.8	1.9	1.8	1.8	1.8	1.8	
Unweighted base	5913	1094	4819	1509	1479	1491	1434	2837	3076	
Weighted base	6028	2438	3589	1532	1504	1520	1471	2948	3080	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 2

Age														SEG				Working status			
Column %																					
Weighted counts																					
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Very satisfied (1)	33%	35%	39%	46%	44%	43%	37%	39%	39%	36%	40%	39%	38%	38%							
	282	676	758		291	591	299	1188	1119	523	665	517	602	1196	1107						
	A B																				
Fairly satisfied	50%	50%	46%	41%	42%	44%	48%	46%	47%	49%	46%	45%	47%	47%							
	423	961	893	263	564	301	1543	1297	644	899	601	696	1472	1358							
	d																				
Neither satisfied nor dissatisfied	12%	11%	11%	10%	10%	11%	11%	11%	10%	11%	10%	12%	10%	11%							
	102	207	204	63	136	73	340	309	136	204	127	182	311	329							
Fairly dissatisfied	3%	3%	3%	3%	2%	2%	3%	3%	3%	3%	2%	3%	3%	3%							
	23	62	52	18	30	13	95	72	36	60	26	46	92	75							
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%							
	7	23	24	4	9	5	34	30	17	17	16	14	36	26							
I don't know	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	0%	1%	0%							
	10	9	6	1	2	1	9	20	2	6	17	3	19	6							
NET: Satisfied	83%	84%	85%	87%	87%	87%	85%	85%	86%	84%	86%	84%	85%	85%							
	705	1636	1651	554	1155	601	2732	2416	1168	1564	1118	1298	2667	2465							
NET: Dissatisfied	4%	4%	4%	3%	3%	3%	4%	4%	4%	4%	3%	4%	4%	3%							
	30	86	77	22	39	18	129	102	53	76	42	60	129	101							
Effective Column n																					
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685							
Average	1.9	1.9	1.8	1.7	1.7	1.7	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8							
Unweighted base	823	1965	1935	623	1190	567	3248	2665	1416	1832	1176	1489	3024	2863							
Weighted base	838	1928	1932	639	1330	691	3201	2827	1357	1844	1287	1540	3107	2896							
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B							

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG5: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Very satisfied (1)	33%	51%	36%	46%	34%	36%	35%	40%	31%	38%	36%	39%	46%	39%	36%	**			
	173	288	189	253	190	192	244	239	162	1931	176	118	83	1751	556				
	a c e f g h i k																		
Fairly satisfied	52%	38%	49%	39%	51%	45%	50%	44%	55%	47%	49%	45%	43%	46%	48%	**			
	273	215	258	212	288	243	348	265	286	2388	237	137	79	2092	745				
	b d		b		b d		b d		B D h		b d								
Neither satisfied nor dissatisfied	12%	9%	12%	10%	12%	13%	10%	11%	9%	11%	11%	12%	9%	11%	11%	**			
	63	50	62	53	67	68	69	66	47	544	53	36	17	480	167				
Fairly dissatisfied	3%	2%	3%	3%	2%	3%	3%	3%	3%	3%	3%	3%	1%	2%	4%	**			
	15	14	16	19	13	17	18	18	14	142	13	9	2	112	55				
Very dissatisfied (5)	1%	0%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%	1%	1%	**			
	6	2	3	5	5	12	8	7	8	56	4	3	1	48	15				
I don't know	0%	0%	0%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	**			
	0	2	1	4	3	5	9	3	1	27	1	0	0	23	5				
NET: Satisfied	84%	88%	84%	85%	85%	81%	85%	84%	87%	85%	85%	84%	89%	85%	84%	**			
	446	503	447	465	478	436	592	504	448	4318	413	255	162	3843	1301				
NET: Dissatisfied	4%	3%	4%	4%	3%	5%	4%	4%	4%	4%	4%	4%	2%	4%	5%	**			
	21	16	19	23	17	29	25	25	22	198	17	12	3	160	70				
Effective Column n																			
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Average	1.9	1.6	1.8	1.7	1.9	1.9	1.8	1.8	1.9	1.8	1.8	1.8	1.7	1.8	1.8	2.8			
Unweighted base	374	410	389	394	414	390	518	434	384	3707	751	737	718	4026	1881	6			
Weighted base	530	568	529	541	562	532	687	595	516	5060	483	303	182	4484	1538	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q65: How would you rate your overall satisfaction with Royal Mail? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage			
Column %												
Weighted counts												
Column Comparisons												
Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user			
Very satisfied (1)	32% 112	38% 2196	35% 269	37% 302	37% 461	34% 371	37% 212	45% 692	37% 2106	55% 199		
Fairly satisfied	45% 159	47% 2682	45% 348	48% 386	45% 563	51% 561	50% 287	45% 696	48% 2714	33% 119	A	
Neither satisfied nor dissatisfied	17% 61	10% 588	14% 111	11% 90	13% 159	11% 126	7% 42	8% 121	11% 614	8% 28		
	b		e f		e f							
Fairly dissatisfied	3% 10	3% 158	4% 33	3% 25	3% 43	2% 25	4% 26	1% 16	3% 159	2% 9		
			f		f		f					
Very dissatisfied (5)	2% 7	1% 56	1% 10	1% 8	1% 18	1% 14	1% 8	0% 6	1% 64	0% 0		
I don't know	0% 2	0% 26	1% 5	0% 0	0% 2	0% 4	0% 0	1% 16	0% 22	1% 4		
NET: Satisfied	77% 270	85% 4877	79% 617	85% 688	82% 1024	85% 931	87% 500	90% 1388	85% 4820	89% 318		
		a				a		A C d				
NET: Dissatisfied	5% 17	4% 214	6% 43	4% 32	5% 61	4% 39	6% 34	1% 22	4% 223	2% 9		
			F	f	F	f	F					
Effective Column n												
	216	3268	475	470	817	747	380	595	3363	111		
Average	2.0	1.8	1.9	1.8	1.9	1.9	1.8	1.7	1.8	1.6		
Unweighted base	366	5547	803	800	1389	1268	648	1005	5714	185		
Weighted base	349	5679	771	810	1244	1097	575	1531	5657	354		
Columns	A	B	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Very satisfied (1)	38%	50%	30%	39%	36%	39%	40%	38%	38%	
	2325	1231	1094	595	537	601	592	1136	1189	
	-	B								
Fairly satisfied	49%	45%	52%	49%	52%	48%	47%	47%	50%	
	2955	1096	1859	754	783	732	687	1409	1546	
	-		A							
Neither satisfied nor dissatisfied	9%	3%	13%	9%	10%	9%	9%	10%	9%	
	564	82	483	139	143	145	137	290	274	
	-		A							
Fairly dissatisfied	2%	1%	3%	2%	2%	2%	3%	2%	2%	
	123	17	105	25	26	32	40	68	55	
	-		A							
Very dissatisfied (5)	1%	0%	1%	1%	1%	1%	1%	2%	0%	
	56	10	46	17	16	11	12	45	11	
	-		a					B		
I don't know	1%	1%	1%	1%	0%	0%	1%	1%	0%	
	33	15	18	15	4	7	8	19	14	
	-									
NET: Satisfied	87%	95%	82%	87%	87%	87%	87%	86%	89%	
	5280	2327	2953	1349	1320	1333	1279	2545	2735	
	-	B							a	
NET: Dissatisfied	3%	1%	4%	3%	3%	3%	4%	4%	2%	
	178	28	151	42	42	43	52	113	66	
	-		A					b		
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Average	1.8	1.6	1.9	1.8	1.8	1.8	1.8	1.8	1.7	
Unweighted base	5906	1092	4814	1506	1480	1488	1432	2835	3071	
Weighted base	6023	2436	3587	1530	1505	1520	1467	2948	3074	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 2

Age														SEG						Working status	
Column %																					
Weighted counts																					
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Very satisfied (1)	31%	35%	40%	46%	46%	46%	38%	39%	39%	37%	40%	38%	38%	39%							
	264	672	777	295	612	317	1208	1117	531	677	523	594	1178	1139							
	a b A B A B - -																				
Fairly satisfied	54%	51%	48%	42%	43%	45%	50%	47%	50%	50%	48%	47%	50%	48%							
	458	986	933	270	578	309	1608	1347	680	928	623	724	1562	1384							
	d f	d																			
Neither satisfied nor dissatisfied	11%	11%	8%	8%	8%	8%	9%	10%	7%	10%	9%	11%	9%	10%							
	89	204	163	53	108	54	280	284	98	182	111	173	272	284							
Fairly dissatisfied	2%	2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	2%	2%	2%							
	17	38	44	16	23	8	67	56	29	38	20	36	60	62							
Very dissatisfied (5)	1%	1%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%							
	6	26	18	3	5	3	30	26	15	14	15	11	35	20							
I don't know	2%	1%	0%	1%	0%	0%	1%	1%	0%	1%	1%	0%	1%	0%							
	14	12	2	3	5	2	17	17	5	12	11	6	19	12							
	c																				
NET: Satisfied	85%	86%	88%	88%	89%	90%	88%	87%	89%	87%	88%	85%	88%	87%							
	722	1658	1710	565	1191	626	2817	2464	1211	1605	1146	1318	2740	2524							
NET: Dissatisfied	3%	3%	3%	3%	2%	2%	3%	3%	3%	3%	3%	3%	3%	3%							
	22	65	63	18	29	10	97	82	44	53	35	46	95	82							
Effective Column n																					
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685							
Average	1.9	1.8	1.8	1.7	1.7	1.7	1.8	1.8	1.8	1.8	1.7	1.8	1.8	1.8							
Unweighted base	819	1964	1935	621	1188	567	3242	2664	1414	1828	1178	1486	3021	2859							
Weighted base	834	1926	1936	637	1327	690	3193	2830	1354	1839	1293	1537	3108	2891							
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B							

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QG6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied (1)	35%	51%	36%	45%	33%	37%	36%	38%	35%	38%	37%	41%	44%	38%	38%	38% **	
	187	289	189	244	186	197	248	224	183	1946	177	123	79	1733	591		
	a c e f g h i k																
Fairly satisfied	52%	39%	53%	42%	55%	48%	50%	49%	53%	49%	50%	47%	48%	49%	48%	48% **	
	275	222	279	227	309	257	345	293	276	2482	243	142	87	2206	747		
	b																
Neither satisfied nor dissatisfied	9%	7%	8%	11%	10%	11%	12%	9%	8%	9%	9%	9%	6%	9%	9%	9% **	
	45	42	41	59	56	57	84	54	42	480	45	28	12	423	139		
Fairly dissatisfied	3%	2%	3%	2%	1%	3%	1%	2%	2%	2%	2%	3%	1%	2%	3%	3% **	
	15	12	15	10	6	14	8	11	10	101	12	8	2	84	39		
Very dissatisfied (5)	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1% **	
	7	4	6	3	5	7	7	8	4	51	2	1	1	38	17		
I don't know	0%	0%	0%	1%	0%	1%	0%	1%	0%	1%	1%	0%	0%	1%	1%	1% **	
	1	2	1	4	3	5	3	7	2	27	6	0	0	23	10		
NET: Satisfied	87%	90%	88%	86%	88%	84%	85%	87%	89%	87%	87%	88%	92%	87%	87%	87% **	
	462	511	467	471	495	454	593	517	458	4428	420	265	167	3939	1338		
NET: Dissatisfied	4%	3%	4%	2%	2%	4%	2%	3%	3%	3%	3%	3%	2%	3%	4%	4% **	
	21	16	21	12	11	21	15	20	14	151	14	10	3	122	56		
Effective Column n																	
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Average	1.8	1.6	1.8	1.7	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.8	1.7	1.8	1.8	2.6	
Unweighted base	373	410	389	394	414	390	519	432	383	3704	748	736	718	4024	1876	6	
Weighted base	529	568	529	542	562	532	692	591	515	5060	479	303	182	4484	1533	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q6: Thinking about your experience of using postal services to send and receive mail, how would you rate your overall satisfaction with postal services? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				Q6: Annual household income				Q2: Internet usage								
Column %																	
Weighted counts																	
Column Comparisons																	
Very satisfied (1)	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user							
	35%	39%	35%	37%	35%	35%	36%		47%	38%	54%						
	123	2202	269	298	441	389	207		721	2133	192						
								A b C D e			A						
Fairly satisfied	47%	49%	47%	50%	51%	52%	53%		44%	50%	37%						
	166	2789	363	402	634	573	302		681	2813	134						
									B								
Neither satisfied nor dissatisfied	13%	9%	13%	11%	10%	9%	6%		7%	9%	5%						
	44	520	105	85	123	104	36		112	537	19						
			e f							b							
Fairly dissatisfied	3%	2%	4%	2%	2%	2%	3%		1%	2%	2%						
	9	114	27	17	28	19	17		14	115	8						
			f														
Very dissatisfied (5)	2%	1%	0%	1%	1%	1%	2%		0%	1%	1%						
	6	50	4	6	16	15	10		5	54	2						
I don't know	1%	1%	1%	0%	0%	0%	0%		1%	0%	1%						
	3	30	9	2	5	3	3		13	28	3						
NET: Satisfied	82%	87%	81%	86%	86%	87%	89%		91%	87%	91%						
	289	4991	632	700	1075	962	509		1403	4946	326						
		a				a	a										
NET: Dissatisfied	4%	3%	4%	3%	4%	3%	5%		1%	3%	3%						
	15	164	31	23	44	34	27		20	169	10						
			f		f		f										
Effective Column n																	
	216	3268	475	470	817	747	380		595	3363	111						
Average	1.9	1.8	1.9	1.8	1.8	1.8	1.8		1.6	1.8	1.6						
Unweighted base	365	5541	801	799	1386	1268	647		1005	5705	187						
Weighted base	348	5675	768	808	1241	1099	572		1534	5651	355						
Columns	A	B	A	B	C	D	E	F	A	B							

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter				Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lost mail	12%	7%	16%	11%	13%	12%	12%	11%	14%	
	748	173	575	177	200	191	180	320	428	
	-		A						a	
Damaged mail	13%	7%	18%	13%	14%	13%	13%	13%	14%	
	810	160	650	203	215	193	199	374	436	
	-		A							
Delayed mail	19%	12%	25%	18%	20%	20%	19%	19%	20%	
	1172	284	888	279	301	306	286	564	608	
	-		A							
Mis-delivered mail - you have received someone else's mail or they have received yours	37%	29%	43%	37%	38%	37%	37%	37%	38%	
	2255	720	1535	572	566	565	552	1096	1159	
	-		A							
Mail that has been tampered with	8%	5%	10%	7%	9%	8%	8%	7%	9%	
	473	112	361	103	134	122	115	210	263	
	-		A							
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	23%	18%	27%	20%	24%	26%	24%	22%	25%	
	1418	433	985	313	366	392	347	659	759	
	-		A			a				
NET: Problems with Royal Mail's services	55%	43%	63%	53%	56%	54%	57%	53%	56%	
	3324	1048	2276	811	849	828	835	1582	1741	
	-		A							
NET: No Problem with Royal Mail's services	45%	57%	37%	47%	44%	46%	43%	47%	44%	
	2732	1403	1329	734	660	699	640	1385	1347	
	-		B							
Effective Column n	3484	645	2838	892	870	878	844	1673	1811	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 2

	Age										SEG					Working status		
Column % Weighted counts Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Lost mail	13%	16%	11%	11%	10%	8%	12%	13%	12%	11%	14%	13%	12%	13%				
	109	304	207	73	127	54	369	379	159	211	181	197	367	379				
	f	c F			-		-											
Damaged mail	15%	15%	14%	10%	9%	8%	13%	14%	13%	13%	15%	13%	14%	13%				
	130	293	267	66	121	54	416	394	179	237	201	193	428	379				
	f	F	f		-		-											
Delayed mail	27%	23%	18%	13%	12%	11%	19%	20%	20%	18%	20%	19%	20%	19%				
	230	439	343	85	161	75	614	558	278	336	259	299	630	537				
	C D F	c D F	f		-		-											
Mis-delivered mail - you have received someone else's mail or they have received yours	31%	35%	40%	40%	40%	40%	38%	36%	40%	37%	37%	35%	36%	38%				
	259	685	774	256	537	280	1232	1023	540	692	486	537	1133	1116				
			a	a	-	a	-											
Mail that has been tampered with	8%	10%	7%	4%	4%	5%	7%	8%	7%	7%	10%	7%	9%	6%				
	72	198	143	26	60	34	232	240	99	134	135	105	290	180				
	d	c D f			-		-							B				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	27%	27%	23%	20%	16%	13%	24%	23%	26%	23%	23%	22%	26%	20%				
	225	523	452	125	218	93	774	644	350	423	302	342	827	587				
	d F	d F	F		-		-							B				
NET: Problems with Royal Mail's services	55%	56%	56%	53%	52%	52%	56%	54%	58%	55%	54%	53%	55%	55%				
	463	1081	1082	341	697	357	1801	1523	784	1017	706	817	1710	1605				
					-		-											
NET: No Problem with Royal Mail's services	45%	44%	44%	47%	48%	48%	44%	46%	42%	45%	46%	47%	45%	45%				
	385	857	856	299	635	336	1409	1323	575	834	597	726	1417	1298				
					-		-											
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 3

	UK nation													Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Lost mail	10%	14%	14%	7%	13%	14%	13%	12%	15%	13%	11%	13%	8%	12%	13%	13%			
	53	83	76	36	72	78	92	74	80	643	52	38	15	553	195				
Damaged mail	13%	11%	17%	11%	15%	13%	15%	12%	13%	13%	14%	16%	9%	13%	15%	**			
	69	64	90	61	83	72	102	69	68	680	68	47	16	580	230				
Delayed mail	21%	17%	24%	16%	16%	20%	22%	20%	21%	20%	21%	16%	15%	19%	21%	**			
	109	97	126	85	92	109	150	119	107	995	102	48	28	851	321				
Mis-delivered mail - you have received someone else's mail or they have received yours	40%	36%	37%	33%	35%	34%	34%	45%	41%	37%	42%	41%	24%	36%	42%	**			
	210	205	195	180	197	183	238	267	211	1886	202	124	44	1605	649				
Mail that has been tampered with	m	6%	7%	9%	6%	10%	10%	13%	7%	6%	8%	5%	6%	4%	8%	8%			
	34	39	46	31	56	52	90	42	34	423	24	19	7	345	128				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	24%	21%	26%	17%	24%	20%	37%	21%	24%	24%	22%	19%	15%	24%	22%	**			
	128	120	139	91	136	109	258	126	123	1231	104	56	27	1073	344				
NET: Problems with Royal Mail's services	57%	52%	63%	46%	53%	51%	60%	59%	58%	56%	55%	56%	35%	53%	60%	**			
	301	297	333	252	297	277	415	355	298	2825	267	168	63	2391	930				
NET: No Problem with Royal Mail's services	M	m	b D f M		m	m	d M	d M	d M	-	M	M			A				
	43%	48%	37%	54%	47%	49%	40%	41%	42%	44%	45%	44%	65%	47%	40%	**			
	228	273	197	294	268	261	281	242	219	2262	217	134	119	2116	613				
Effective Column n	c		C g h i		c					-		A b c e f G H I K	B						
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 4

		QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Lost mail		25%	12%	17%	12%	13%	15%	12%	9%	13%	10%
		88	660	129	95	157	163	69	135	711	36
	B			F		f					
Damaged mail		28%	12%	18%	13%	15%	15%	18%	7%	14%	8%
		98	712	140	104	187	165	101	113	781	28
	B			F	f	F	F	F		b	
Delayed mail		31%	19%	24%	19%	21%	21%	24%	13%	20%	10%
		108	1064	185	156	259	235	135	201	1136	36
	B		F	f	F	F	F	F		B	
Mis-delivered mail - you have received someone else's mail or they have received yours		43%	37%	38%	42%	36%	38%	42%	33%	38%	26%
		151	2104	298	336	449	422	243	507	2153	95
				f				f		B	
Mail that has been tampered with		24%	7%	9%	5%	9%	9%	8%	7%	8%	6%
		84	389	70	43	109	102	47	102	446	21
	B										
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery		36%	23%	23%	24%	22%	25%	25%	23%	24%	14%
		126	1292	176	194	279	273	144	352	1360	51
	B									b	
NET: Problems with Royal Mail's services		63%	54%	59%	57%	55%	58%	61%	47%	56%	40%
		222	3102	459	462	687	641	348	727	3173	142
	b		F	f	f	F	F	F		B	
NET: No Problem with Royal Mail's services		37%	46%	41%	43%	45%	42%	39%	53%	44%	60%
		129	2603	317	348	559	461	227	820	2506	216
			a						A b c D E		A
Effective Column n		216	3268	475	470	817	747	380	595	3363	111
Columns	A	B	A	B	C	D	E	F	A	B	

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 1 - Those with problems

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	23%	16%	25%	22%	24%	23%	22%	20%	25%
	748	173	575	177	200	191	180	320	428
	-		A						a
Damaged mail	24%	15%	29%	25%	25%	23%	24%	24%	25%
	810	160	650	203	215	193	199	374	436
	-		A						
Delayed mail	35%	27%	39%	34%	35%	37%	34%	36%	35%
	1172	284	888	279	301	306	286	564	608
	-		A						
Mis-delivered mail - you have received someone else's mail or they have received yours	68%	69%	67%	70%	67%	68%	66%	69%	67%
	2255	720	1535	572	566	565	552	1096	1159
	-								
Mail that has been tampered with	14%	11%	16%	13%	16%	15%	14%	13%	15%
	473	112	361	103	134	122	115	210	263
	-		a						
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	43%	41%	43%	39%	43%	47%	42%	42%	44%
	1418	433	985	313	366	392	347	659	759
	-					a			
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%
	3324	1048	2276	811	849	828	835	1582	1741
	-	-	-	-	-	-	-	-	-
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%
	0	0	0	0	0	0	0	0	0
	-	-	-	-	-	-	-	-	-
Effective Column n									
	2119	265	1854	519	527	533	539	989	1130
Columns	A	A	B	A	B	C	D	A	B

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 2 - Those with problems

	Age						SEG								Working status		
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
Lost mail	24%	28%	19%	22%	18%	15%	21%	25%	20%	21%	26%	24%	21%	24%			
	109	304	207	73	127	54	369	379	159	211	181	197	367	379			
	f	C F			-		-	-									
Damaged mail	28%	27%	25%	19%	17%	15%	23%	26%	23%	23%	28%	24%	25%	24%			
	130	293	267	66	121	54	416	394	179	237	201	193	428	379			
	d F	d F	f		-		-	-									
Delayed mail	50%	41%	32%	25%	23%	21%	34%	37%	35%	33%	37%	37%	37%	33%			
	230	439	343	85	161	75	614	558	278	336	259	299	630	537			
	b C D F	C D F	f		-		-	-									
Mis-delivered mail - you have received someone else's mail or they have received yours	56%	63%	72%	75%	77%	79%	68%	67%	69%	68%	69%	66%	66%	70%			
	259	685	774	256	537	280	1232	1023	540	692	486	537	1133	1116			
		a	A b	A b	-	A B	-	-									
Mail that has been tampered with	16%	18%	13%	8%	9%	9%	13%	16%	13%	13%	19%	13%	17%	11%			
	72	198	143	26	60	34	232	240	99	134	135	105	290	180			
	d	c D f			-		-	-			c d f		B				
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	49%	48%	42%	37%	31%	26%	43%	42%	45%	42%	43%	42%	48%	37%			
	225	523	452	125	218	93	774	644	350	423	302	342	827	587			
	d F	c d F	F	f	-		-	-					B				
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%			
	463	1081	1082	341	697	357	1801	1523	784	1017	706	817	1710	1605			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%			
	0	0	0	0	0	0	0	0	0	0	0	0	0	0			
	-	-	-	-	-	-	-	-	-	-	-	-	-	-			
Effective Column n																	
	312	706	691	221	410	190	1184	935	533	651	424	511	1079	1033			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 3 - Those with problems

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	18%	28%	23%	14%	24%	28%	22%	21%	27%	23%	19%	23%	24%	23%	21%	**		
	53	83	76	36	72	78	92	74	80	643	52	38	15	553	195			
Damaged mail	23%	22%	27%	24%	28%	26%	25%	19%	23%	24%	25%	28%	25%	24%	25%	**		
	69	64	90	61	83	72	102	69	68	680	68	47	16	580	230			
Delayed mail	36%	33%	38%	34%	31%	39%	36%	34%	36%	35%	38%	28%	44%	36%	34%	**		
	109	97	126	85	92	109	150	119	107	995	102	48	28	851	321			
Mis-delivered mail - you have received someone else's mail or they have received yours	70%	69%	59%	71%	66%	66%	57%	75%	71%	67%	76%	74%	70%	67%	70%	**		
	210	205	195	180	197	183	238	267	211	1886	202	124	44	1605	649			
Mail that has been tampered with	11%	13%	14%	12%	19%	19%	22%	12%	11%	15%	9%	11%	11%	14%	14%	**		
	34	39	46	31	56	52	90	42	34	423	24	19	7	345	128			
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	42%	41%	42%	36%	46%	39%	62%	36%	41%	44%	39%	33%	43%	45%	37%	**		
	128	120	139	91	136	109	258	126	123	1231	104	56	27	1073	344			
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	**		
	301	297	333	252	297	277	415	355	298	2825	267	168	63	2391	930			
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
Effective Column n	134	143	156	135	147	140	204	169	147	1374	274	263	208	1428	690	1		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QH1: Problems with Royal Mail's service in the last 12 months by Demographics Part 4 - Those with problems

	Q87: inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: internet usage		
Column %												
Weighted counts												
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user	
Lost mail	40%	21%	28%	21%	23%	25%	20%	19%	22%	25%		
	88	660	129	95	157	163	69	135	711	36		
	B											
Damaged mail	44%	23%	31%	22%	27%	26%	29%	16%	25%	19%		
	98	712	140	104	187	165	101	113	781	28		
	B		F		F	f	f					
Delayed mail	49%	34%	40%	34%	38%	37%	39%	28%	36%	25%		
	108	1064	185	156	259	235	135	201	1136	36		
	B		f		f	f	f		b			
Mis-delivered mail - you have received someone else's mail or they have received yours	68%	68%	65%	73%	65%	66%	70%	70%	68%	67%		
	151	2104	298	336	449	422	243	507	2153	95		
Mail that has been tampered with	38%	13%	15%	9%	16%	16%	14%	14%	14%	15%		
	84	389	70	43	109	102	47	102	446	21		
	B				b	b						
A card from Royal Mail saying that an item could not be delivered, when someone was in your home and could have taken the delivery	57%	42%	38%	42%	41%	43%	41%	48%	43%	36%		
	126	1292	176	194	279	273	144	352	1360	51		
	B											
NET: Problems with Royal Mail's services	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		
	222	3102	459	462	687	641	348	727	3173	142		
	-	-	-	-	-	-	-	-	-	-		
NET: No Problem with Royal Mail's services	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	0	0	0	0	0	0	0	0	0	0		
	-	-	-	-	-	-	-	-	-	-		
Effective Column n												
	147	1972	296	300	494	480	248	302	2068	49		
Columns	A	B	A	B	C	D	E	F	A	B		

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

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 1

Methodology				Quarter				Gender			
Column %											
Weighted counts											
Column											
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Yes		10%	6%	13%	9%	10%	9%	11%	10%	10%	
	604	136	468	137	158	144	165	308	296		
	-	A									
No		89%	94%	85%	90%	88%	89%	87%	89%	89%	
	5365	2303	3061	1388	1330	1358	1289	2630	2735		
	-	B									
Don't know		1%	0%	2%	1%	1%	2%	1%	1%	2%	
	88	12	76	20	21	24	21	30	58		
	-	A									
Effective Column n									a		
	3484	645	2838	892	870	878	844	1673	1811		
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085		
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089		
Columns	A	A	B	A	B	C	D	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 2

Age													SEG					Working status		
Column %																				
Weighted counts																				
Column																				
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working						
Yes	11%	13%	9%	5%	6%	7%	9%	11%	11%	8%	12%	10%	11%	9%						
	91	246	184	34	83	49	301	303	145	156	151	152	350	251						
	d	c D f	d		-		-	-					b							
No	86%	86%	90%	94%	93%	91%	89%	88%	88%	90%	87%	89%	87%	90%						
	732	1660	1739	603	1234	631	2861	2504	1190	1670	1137	1367	2734	2611						
			b	A B c		a b		-	1%	2%	1%	1%	2%	1%	a					
Don't know	3%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	2%	1%	1%						
	25	32	15	3	15	12	48	39	24	24	15	24	42	40						
	c				-		-	-												
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685						
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685						
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870						
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Yes	8%	10%		9%	9%	11%	12%	13%	9%	10%	10%	10%	9%	6%	10%	10% **		
	43	59		48	48	60	63	92	55	50	519	48	27	11	453	151		
No	91%	89%		89%	90%	88%	87%	85%	89%	89%	88%	90%	90%	93%	89%	89% **		
	483	507		469	491	497	466	588	530	459	4490	434	272	170	3993	1366		
Don't know	1%	1%		2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	1%	1%	2% **		
	3	4		12	7	8	9	15	13	8	79	3	4	1	61	26		
Effective Column n	220	242		229	234	245	231	306	255	226	2187	442	433	422	2373	1107		
																4		
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885		
Weighted base	530	570		529	546	565	538	695	598	517	5087	484	303	182	4507	1543		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QH2: In the last 12 months, have you had cause to complain to Royal Mail about its services? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	22%	9%	13%	11%	10%	11%	13%	6%	10%	7%	
	76	528	104	88	126	124	76	85	578	24	
	B		F	f	f	F	F				
No	74%	89%	85%	88%	89%	87%	85%	93%	88%	92%	
	261	5104	659	711	1103	963	491	1438	5021	331	
		A						A b c d E			
Don't know	4%	1%	2%	1%	1%	1%	1%	2%	1%	1%	
	14	73	14	11	17	15	8	24	80	3	
	b										
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
No	15%	15%	15%	19%	10%	13%	19%	14%	15%	
	90	21	69	25	15	19	31	44	46	
Yes, by telephone	22%	29%	20%	29%	18%	21%	22%	22%	22%	
	135	39	95	40	28	31	36	69	66	
Yes, by email	21%	20%	22%	13%	29%	20%	22%	22%	20%	
	127	27	101	18	46	28	36	68	60	
Yes, in person (e.g. to the postman/woman)	15%	19%	13%	14%	17%	15%	12%	15%	14%	
	88	26	62	19	27	22	20	47	41	
Yes, by letter	5%	4%	5%	3%	3%	9%	4%	6%	4%	
	29	5	24	4	5	12	7	17	12	
Yes, on an online web forum	14%	6%	16%	15%	11%	17%	13%	12%	16%	
	83	9	75	21	17	24	21	36	47	
Yes, by other means	5%	6%	5%	2%	9%	4%	6%	4%	7%	
	32	9	23	2	15	6	10	13	19	
Yes, via social media (Facebook, Twitter, etc)	3%	1%	4%	5%	3%	2%	3%	4%	2%	
	19	1	18	6	5	3	5	13	6	
NET: Yes	85%	85%	85%	81%	90%	87%	81%	86%	85%	
	514	115	398	112	142	126	134	263	250	
Effective Column n										
	433	38	395	98	111	115	109	194	239	
Unweighted base	658	58	600	149	169	174	166	295	363	
Weighted base	604	136	468	137	158	144	165	308	296	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; **Base**: Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... ($p = 95\%$) A, B, C, D, E, F... ($p = 99.9\%$).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 2

Age														SEG		Working status	
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE		Working	Not working		
No	18%	15%	14% **		12% **		13%	17%	12%	14%	12%	22%	14%	17%			
	16	37	27		10		39	51	18	21	18	33	48	42			
					-		-	-									
Yes, by telephone	17%	27%	18% **		24% **		24%	21%	22%	25%	22%	20%	21%	23%			
	16	66	33		20		71	64	32	39	33	31	75	58			
					-		-	-									
Yes, by email	29%	16%	25% **		19% **		19%	23%	22%	17%	23%	23%	21%	22%			
	26	40	46		15		59	69	32	26	34	35	72	55			
					-		-	-									
Yes, in person (e.g. to the postman/woman)	17%	12%	16% **		17% **		13%	16%	13%	13%	15%	18%	14%	15%			
	16	29	28		14		39	49	18	20	22	27	49	38			
					-		-	-									
Yes, by letter	6%	5%	4% **		3% **		5%	5%	6%	4%	2%	7%	5%	5%			
	5	13	8		3		15	14	9	6	4	10	17	12			
					-		-	-									
Yes, on an online web forum	9%	16%	14% **		12% **		15%	12%	12%	19%	18%	7%	16%	11%			
	8	39	26		10		46	37	17	29	27	10	56	28			
					-		-	-	f		f						
Yes, by other means	1%	2%	8% **		13% **		9%	2%	10%	7%	4%	0%	5%	6%			
	1	6	15		11		26	6	14	12	6	0	17	15			
			b		-		-	-	f		f						
Yes, via social media (Facebook, Twitter, etc)	4%	6%	0% **		0% **		2%	4%	3%	2%	4%	4%	5%	1%			
	3	16	0		0		7	12	4	3	6	6	16	3			
		c			-		-	-					b				
NET: Yes	82%	85%	86% **		88% **		87%	83%	88%	86%	88%	78%	86%	83%			
	75	209	157		73		262	252	127	135	133	119	302	209			
					-		-	-									
Effective Column n	68	190	122	26	53	27	231	202	107	124	98	104	254	176			
Unweighted base	104	288	185	40	81	41	351	307	162	189	149	158	386	268			
Weighted base	91	246	184	34	83	49	301	303	145	156	151	152	350	251			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
No	**	**	**	**	21%	10%	15%	16%	**	15%	17%	14%	28%	15%	15%	**		
					12	6	14	9		76	8	4	3	67	23			
										-								
Yes, by telephone	**	**	**	**	15%	28%	26%	26%	**	21%	23%	31%	38%	23%	21%	**		
					9	18	24	14		112	11	8	4	102	32			
										-								
Yes, by email	**	**	**	**	22%	27%	19%	9%	**	22%	17%	20%	16%	21%	20%	**		
					13	17	18	5		112	8	5	2	97	31			
										-								
Yes, in person (e.g. to the postman/woman)	**	**	**	**	8%	9%	17%	20%	**	14%	20%	13%	7%	14%	15%	**		
					5	6	16	11		74	9	3	1	65	23			
										-								
Yes, by letter	**	**	**	**	11%	2%	4%	7%	**	5%	2%	2%	4%	5%	5%	**		
					7	1	3	4		27	1	1	0	21	8			
										-								
Yes, on an online web forum	**	**	**	**	24%	11%	11%	15%	**	15%	5%	14%	5%	13%	15%	**		
					14	7	11	8		77	2	4	1	61	23			
										-								
Yes, by other means	**	**	**	**	0%	8%	3%	7%	**	5%	14%	1%	2%	5%	6%	**		
					0	5	2	4		25	7	0	0	23	9			
										-								
Yes, via social media (Facebook, Twitter, etc)	**	**	**	**	0%	4%	5%	0%	**	3%	3%	6%	0%	4%	1%	**		
					0	2	5	0		16	1	1	0	17	2			
										-								
NET: Yes	**	**	**	**	79%	90%	85%	84%	**	85%	83%	86%	72%	85%	85%	**		
					47	57	79	46		443	40	23	8	386	128			
										-								
Effective Column n		22	30	27	27	36	33	55	33	29	292	52	50	39	312	121	0	
Unweighted base		34	46	41	41	54	50	84	50	44	444	79	76	59	474	184	0	
Weighted base		43	59	48	48	60	63	92	55	50	519	48	27	11	453	151	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH3: Did you make a complaint to Royal Mail? by Demographics Part 4											
		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
No	14%	15%	21%	18%	20%	14%	8%	6%	15%	**	
	11	79	22	16	25	17	6	5	86		
Yes, by telephone	16%	23%	24%	28%	15%	21%	29%	20%	22%	**	
	12	122	25	25	19	26	22	17	128		
Yes, by email	19%	21%	22%	21%	22%	14%	23%	29%	21%	**	
	14	113	23	18	28	17	17	24	124		
Yes, in person (e.g. to the postman/woman)	16%	14%	12%	17%	14%	13%	13%	20%	14%	**	
	12	76	12	15	18	16	10	17	83		
Yes, by letter	6%	5%	2%	4%	6%	7%	4%	4%	5%	**	
	4	24	3	3	8	9	3	3	27		
Yes, on an online web forum	20%	13%	15%	7%	16%	16%	16%	11%	14%	**	
	15	68	16	6	20	20	12	9	82		
Yes, by other means	0%	6%	1%	6%	5%	5%	6%	10%	5%	**	
	0	32	1	5	6	7	5	9	31		
Yes, via social media (Facebook, Twitter, etc)	9%	2%	2%	0%	3%	10%	0%	1%	3%	**	
	7	12	2	0	3	12	0	1	18		
NET: Yes	b	86%	85%	79%	82%	80%	86%	92%	94%	85%	**
		65	448	82	73	101	107	70	80	492	
Effective Column n											
	59	375	68	64	96	97	61	47	422	11	
Unweighted base	89	569	103	97	146	148	93	71	641	16	
Weighted base	76	528	104	88	126	124	76	85	578	24	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** Indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
On Royal Mail's website	61% **		64%	63%	61%	55%	65%	60%	62%	
	313		256	70	86	69	88	157	156	
	-		a							
Didn't need this information	16% **		14%	11%	22%	17%	11%	18%	14%	
	80		58	12	31	22	15	46	34	
	-									
Speaking to someone who works for Royal Mail over the phone	10% **		10%	12%	6%	14%	7%	9%	11%	
	50		42	14	9	17	10	23	26	
	-									
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	10% **		11%	8%	8%	10%	12%	9%	11%	
	50		43	9	11	13	16	23	27	
	-									
Another way	7% **		4%	10%	7%	5%	4%	11%	2%	
	34		17	12	11	7	5	29	6	
	-							B		
I don't know	4% **		3%	4%	2%	6%	3%	1%	6%	
	18		11	5	3	7	4	4	14	
	-								a	
Effective Column n										
	366	32	333	78	100	98	89	164	202	
	-									
Unweighted base	552	49	503	118	151	148	135	247	305	
Weighted base	514	115	398	112	142	126	134	263	250	
Columns	A	A	B	A	B	C	D	A	B	

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

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 2

	Age						SEG						Working status		
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
On Royal Mail's website	51%	68%	62%	**		49%	**	61%	61%	59%	62%	60%	63%	61%	61%
	38	142	98			35		159	154	75	84	80	74	183	128
					-			-							
Didn't need this information	25%	10%	17%	**		20%	**	16%	15%	18%	15%	13%	17%	18%	13%
	19	21	26			14		43	38	22	21	18	20	53	27
	b														
Speaking to someone who works for Royal Mail over the phone	8%	16%	3%	**		7%	**	10%	9%	15%	6%	8%	10%	11%	8%
	6	34	5			5		26	23	19	8	11	12	33	16
		c													
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	13%	10%	9%	**		6%	**	8%	11%	8%	8%	12%	10%	10%	9%
	10	21	15			4		22	28	11	11	16	12	30	19
Another way	6%	4%	10%	**		6%	**	7%	6%	5%	9%	8%	5%	7%	6%
	5	9	16			5		18	16	6	12	10	6	21	13
I don't know	1%	4%	0%	**		13%	**	4%	3%	6%	2%	2%	4%	2%	6%
	1	8	1			9		11	7	8	3	3	5	6	12
														a	
Effective Column n															
	54	158	107	23		47	24	201	165	93	107	86	79	215	149
Unweighted base	81	238	162	35		71	36	303	249	141	162	130	119	324	225
Weighted base	75	209	157	29		73	44	262	252	127	135	133	119	302	209
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 3

Column %	UK nation										Rurality						
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
On Royal Mail's website	**	**	**	**	**	**		58% **	**		62%	47%	70% **		63%	56% **	
								46			273	19	16		242	71	
										-							
Didn't need this information	**	**	**	**	**	**		18% **	**		15%	26%	10% **		16%	15% **	
								14			67	10	2		61	19	
										-							
Speaking to someone who works for Royal Mail over the phone	**	**	**	**	**	**		14% **	**		10%	10%	7% **		9%	10% **	
								11			43	4	2		36	13	
										-							
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	**	**	**	**	**	**		14% **	**		9%	15%	9% **		8%	14% **	
								11			40	6	2		32	18	
										-							
Another way	**	**	**	**	**	**		3% **	**		7%	5%	2% **		6%	7% **	
								2			32	2	1		25	10	
										-							
I don't know	**	**	**	**	**	**		3% **	**		4%	1%	4% **		4%	3% **	
								2			17	0	1		14	4	
										-							
Effective Column n																	
	19	27		25	25	28	29	47	27	23	250	44	44	27	264	102	
																0	
Unweighted base	29	40		37	38	43	44	71	41	35	378	67	66	41	398	154	
Weighted base	35	53		44	42	47	57	79	46	39	443	40	23	8	386	128	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QH4: Where did you find information about how to make a complaint, or did you not need this information? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
On Royal Mail's website	62%	61%	61%	59%	64%	60%	62%	60%	62%	**	
	41	272	50	43	65	64	43	48	304		
Didn't need this information	13%	16%	13%	17%	16%	17%	15%	16%	16%	**	
	9	72	11	12	16	18	11	13	79		
Speaking to someone who works for Royal Mail over the phone	23%	8%	8%	9%	10%	12%	13%	6%	10%	**	
	15	34	6	6	11	12	9	4	48		
	B										
Asking someone who works for Royal Mail in person (e.g. the postman/woman)	18%	8%	10%	9%	9%	11%	12%	7%	9%	**	
	12	38	8	6	9	12	9	6	44		
	b										
Another way	6%	7%	8%	7%	4%	7%	7%	7%	7%	**	
	4	30	7	5	4	8	5	5	34		
I don't know	1%	4%	10%	4%	1%	2%	0%	5%	3%	**	
	1	17	8	3	1	2	0	4	13		
Effective Column n											
	50	316	56	52	76	83	56	44	355	10	
Unweighted base	75	477	84	78	115	125	84	66	536	15	
Weighted base	65	448	82	73	101	107	70	80	492	20	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very easy (1)	28% **		24%	29%	24%	27%	31%	30%	25%
	142		96	33	34	34	41	78	64
	-								
Fairly easy	38% **		38%	28%	43%	35%	43%	34%	42%
	194		152	31	61	44	58	89	105
	-								
Neither easy nor difficult	12% **		13%	10%	10%	14%	14%	11%	13%
	61		53	11	14	18	18	28	33
	-								
Fairly difficult	12% **		13%	17%	12%	12%	8%	13%	11%
	62		52	19	17	16	11	34	29
	-								
Very difficult (5)	10% **		11%	15%	11%	12%	5%	13%	7%
	53		43	17	16	14	6	35	18
	-								
I don't know	0% **		0%	1%	0%	0%	0%	0%	0%
	1		1	1	0	0	0	0	1
	-								
NET: Easy	65% **		62%	57%	67%	62%	74%	63%	67%
	336		248	64	95	77	99	167	169
	-								
NET: Difficult	23% **		24%	32%	23%	24%	13%	26%	19%
	116		96	36	33	30	17	68	47
	-			d					
Effective Column n									
	366	32	333	78	100	98	89	164	202
	-								
Average	2.4	2.1	2.5	2.6	2.4	2.5	2.1	2.5	2.3
Standard Deviation	1.3	1.3	1.3	1.4	1.3	1.3	1.1	1.4	1.2
Unweighted base	550	49	501	117	151	147	135	247	303
Weighted base	513	115	397	111	142	126	134	263	249
Columns	A	A	B	A	B	C	D	A	B

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

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 2

Age														SEG					Working status		
Column %																					
Weighted counts																					
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working							
Very easy (1)	35%	31%	27%	**		12%	**	27%	28%	35%	20%	27%	29%	33%	20%						
	26	64	43			9		72	70	45	27	36	34	100	41						
Fairly easy	36%	37%	35%	**		47%	**	34%	42%	29%	39%	43%	40%	32%	46%						
	27	77	55			34		89	105	37	52	57	48	97	96						
Neither easy nor difficult	4%	14%	12%	**		15%	**	14%	10%	16%	12%	11%	9%	13%	11%						
	3	29	19			11		37	24	20	17	14	10	38	23						
Fairly difficult	19%	10%	9%	**		18%	**	16%	8%	14%	18%	6%	11%	10%	15%						
	14	21	14			13		41	21	17	24	8	13	30	32						
Very difficult (5)	6%	8%	17%	**		8%	**	9%	12%	6%	11%	13%	11%	12%	8%						
	4	17	26			6		23	30	8	15	18	13	36	17						
I don't know	1%	0%	0%	**		0%	**	0%	0%	0%	0%	0%	1%	0%	0%						
	1	0	0			0		0	1	0	0	0	1	1	0						
NET: Easy	71%	68%	62%	**		59%	**	61%	69%	64%	59%	70%	69%	65%	66%						
	53	141	98			43		161	175	82	79	93	82	197	137						
NET: Difficult	24%	18%	26%	**		26%	**	24%	21%	20%	29%	19%	22%	22%	24%						
	18	38	40			19		64	52	25	39	26	26	66	49						
Effective Column n	54	158	107	23	47	24	201	165	93	107	86	79	215	149							
Average	2.2	2.3	2.5	2.4	2.6	2.8	2.4	2.4	2.3	2.6	2.4	2.3	2.4	2.5							
Standard Deviation	1.3	1.2	1.4	1.1	1.2	1.2	1.3	1.3	1.2	1.3	1.3	1.3	1.3	1.4	1.2						
Unweighted base	80	237	162	35	71	36	303	247	141	162	129	118	322	225							
Weighted base	74	209	157	29	73	44	262	251	127	135	133	118	301	209							
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B							

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

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very easy (1)	**	**	**	**	**	**		32% **	**	**		28%	30%	24% **		28%	28% **
							25	25			123	12	6		106	35	
										-							
Fairly easy	**	**	**	**	**	**		43% **	**	**		38%	41%	43% **		41%	28% **
							34	34			166	16	10		158	36	
										-				b			
Neither easy nor difficult	**	**	**	**	**	**		12% **	**	**		12%	12%	8% **		12%	11% **
							9	9			53	5	2		47	14	
										-							
Fairly difficult	**	**	**	**	**	**		7% **	**	**		12%	14%	13% **		10%	20% **
							5	5			51	5	3		37	25	
										-				a			
Very difficult (5)	**	**	**	**	**	**		6% **	**	**		11%	3%	11% **		9%	13% **
							5	5			49	1	3		37	17	
										-							
I don't know	**	**	**	**	**	**		0% **	**	**		0%	1%	0% **		0%	0% **
							0	0			1	0	0		1	0	
										-							
NET: Easy	**	**	**	**	**	**		75% **	**	**		65%	71%	68% **		68%	56% **
							59	59			289	28	16		264	72	
										-				b			
NET: Difficult	**	**	**	**	**	**		13% **	**	**		23%	16%	25% **		19%	33% **
							10	10			100	6	6		74	42	
										-				a			
Effective Column n																	
	19	27		25	25	28	29	47	27	23	250	44	44	27	264	102	0
Average	2.8	2.0		2.6	2.6	2.2	2.8	2.1	2.6	2.2	2.4	2.2	2.4	3.0	2.3	2.6	
Standard Deviation	1.6	1.0		1.5	1.4	1.2	1.3	1.1	1.4	1.3	1.3	1.1	1.3	1.3	1.2	1.4	
Unweighted base	28	40		37	38	43	44	71	41	35	377	66	66	41	396	154	0
Weighted base	34	53		44	42	47	57	79	46	39	442	39	23	8	385	128	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QH5: How easy or difficult did you find it to make a complaint about Royal Mail? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Very easy (1)	47%	25%	29%	24%	28%	31%	26%	29%	**		
	30	111	24	21	24	30	22	21	141		
	b							b			
Fairly easy	31%	39%	32%	40%	44%	35%	33%	41%	37%	**	
	20	174	27	29	45	37	23	33	182		
Neither easy nor difficult	10%	12%	14%	10%	7%	14%	11%	16%	11%	**	
	7	54	12	7	7	15	8	13	54		
Fairly difficult	8%	13%	14%	12%	12%	17%	11%	6%	12%	**	
	5	57	11	9	12	18	8	5	61		
Very difficult (5)	3%	11%	11%	9%	13%	6%	14%	11%	11%	**	
	2	51	9	6	13	7	10	9	53		
I don't know	0%	0%	0%	0%	0%	1%	0%	0%	0%	**	
	0	1	0	0	0	1	0	0	1		
NET: Easy	78%	64%	62%	69%	68%	63%	64%	67%	66%	**	
	51	285	51	50	69	67	45	54	322		
NET: Difficult	12%	24%	24%	21%	25%	23%	25%	17%	23%	**	
	8	108	20	15	25	24	18	14	114		
Effective Column n											
	50	316	56	52	76	83	56	44	355	10	
Average	1.9	2.5	2.4	2.3	2.5	2.4	2.4	2.3	2.4	2.4	
Standard Deviation	1.1	1.3	1.3	1.3	1.3	1.2	1.4	1.2	1.3	0.7	
Unweighted base	75	475	84	77	115	124	84	66	534	15	
Weighted base	65	447	82	72	101	106	70	80	491	20	
Columns	A	B	A	B	C	D	E	F	A	B	

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

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Getting through to the right person to speak to	63% **		57% **	**	**	**	**	64%	60%
	72		55					44	28
	-								
Finding out how to make a complaint	38% **		43% **	**	**	**	**	32%	46%
	43		41					22	22
	-		a						
Other	24% **		25% **	**	**	**	**	23%	25%
	28		24					16	12
	-								
I don't know	0% **		0% **	**	**	**	**	0%	0%
	0		0					0	0
	-		-					-	-
Effective Column n									
	84	4	80	21	26	20	17	40	45
Unweighted base	138	7	131	35	43	32	28	65	73
Weighted base	116	20	96	36	33	30	17	68	47
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column Comparisons														
Getting through to the right person to speak to	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
	**	**	58%	**	**	**		56%	71% **	**	**	**		63%
			23					36	37				42	31
							-	-						
Finding out how to make a complaint	**	**	29%	**	**	**		41%	33% **	**	**	**	36%	40%
			12					26	17				24	20
							-	-						
Other	**	**	30%	**	**	**		31%	16% **	**	**	**	27%	21%
			12					20	8				18	10
							-	-						
I don't know	**	**	0%	**	**	**		0%	0% **	**	**	**	0%	0%
			0					0	0				0	0
							-	-					-	-
Effective Column n														
	12	29	31	4	12	9	48	36		21	27	18	18	47
														37
Unweighted base	20	47	51	6	20	14	79	59	35	44	30	29	77	61
Weighted base	18	38	40	5	19	14	64	52	25	39	26	26	66	49
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Getting through to the right person to speak to	**	**	**	**	**	**	**	**	**		63%	**	**		68%	**	
											63				50		
											-						
Finding out how to make a complaint	**	**	**	**	**	**	**	**	**		36%	**	**		39%	**	
											36				29		
											-						
Other	**	**	**	**	**	**	**	**	**		26%	**	**		22%	**	
											26				16		
											-						
I don't know	**	**	**	**	**	**	**	**	**		0%	**	**		0%	**	
											0				0		
											-						
Effective Column n																	
	7	4		6	4	5	9	7	7	4	52	9	11	13	54	30	
																0	
Unweighted base	11	6		10	7	8	15	11	11	6	85	14	18	21	89	49	
Weighted base	12	7		15	11	8	17	10	14	5	100	6	6	3	74	42	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH6: What was difficult about making the complaint to Royal Mail? by Demographics Part 4										
	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Getting through to the right person to speak to	**		63% **	**	**	**	**	**		63% **
			68							72
Finding out how to make a complaint	**		36% **	**	**	**	**	**		37% **
			39							43
Other	**		25% **	**	**	**	**	**		24% **
			27							28
I don't know	**		0% **	**	**	**	**	**		0% **
			0							0
Effective Column n										
	6	78	12	10	20	19	14	9	83	1
Unweighted base	10	128	19	17	33	31	23	15	136	2
Weighted base	8	108	20	15	25	24	18	14	114	1
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who made a complaint to Royal Mail about its services in the previous year and found it difficult to do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied (1)	17% **		16%	21%	12%	16%	20%	17%	17%
-	87		66	23	17	20	26	45	42
	-								
Fairly satisfied	24% **		24%	27%	24%	22%	25%	17%	32%
-	125		96	30	34	27	34	44	81
	-								A
Neither satisfied nor dissatisfied	21% **		20%	16%	25%	11%	28%	24%	17%
-	106		79	18	36	14	38	64	42
	-				c		c		
Fairly dissatisfied	13% **		16%	14%	16%	10%	12%	14%	12%
-	68		64	16	23	13	16	37	31
	-		a						
Very dissatisfied (5)	24% **		22%	22%	23%	37%	14%	27%	20%
-	122		89	24	32	47	19	72	50
	-					d			
I don't know	1% **		1%	1%	0%	4%	0%	0%	2%
-	6		4	1	0	5	0	1	5
	-								
NET: Satisfied	41% **		41%	47%	36%	37%	45%	34%	49%
-	211		162	53	51	47	60	88	123
	-								a
NET: Dissatisfied	37% **		39%	36%	39%	47%	27%	42%	32%
-	190		153	40	55	60	36	110	80
	-					d			
Effective Column n									
-	366	32	333	78	100	98	89	164	202
Average	3.0	3.0	3.0	2.9	3.1	3.3	2.8	3.2	2.9
Standard Deviation	1.4	1.5	1.4	1.5	1.3	1.6	1.3	1.4	1.4
Unweighted base	541	48	493	116	150	140	135	244	297
Weighted base	508	114	394	111	142	121	134	263	245
Columns	A	A	B	A	B	C	D	A	B

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

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very satisfied (1)	28%	21%	12%	**		4% **		11%	23%	13%	9%	26%	19%	21%	11%										
	21	43	19			3		29	57	17	12	35	22	63	24										
					-		-	-				d		b											
Fairly satisfied	18%	27%	23%	**		26% **		26%	22%	28%	24%	18%	27%	25%	23%										
	13	56	36			19		68	57	36	32	24	32	76	48										
					-		-	-																	
Neither satisfied nor dissatisfied	16%	20%	22%	**		23% **		20%	21%	19%	22%	20%	22%	19%	22%										
	12	42	35			17		53	53	24	29	27	26	58	47										
					-		-	-																	
Fairly dissatisfied	16%	14%	11%	**		13% **		18%	9%	14%	21%	11%	6%	12%	15%										
	12	29	17			9		46	22	17	29	15	8	35	32										
					-		-	-			f														
Very dissatisfied (5)	20%	18%	30%	**		32% **		23%	24%	24%	23%	24%	25%	23%	26%										
	15	37	47			23		61	61	30	31	31	30	69	54										
					-		-	-																	
I don't know	1%	0%	1%	**		3% **		2%	1%	2%	1%	0%	1%	1%	2%										
	1	1	2			2		4	2	3	1	1	1	2	4										
					-		-	-																	
NET: Satisfied	46%	48%	35%	**		30% **		37%	45%	41%	33%	45%	46%	46%	35%										
	35	100	55			22		97	114	53	45	59	55	138	72										
					-		-	-						b											
NET: Dissatisfied	37%	32%	41%	**		44% **		41%	33%	37%	44%	35%	32%	34%	41%										
	27	66	64			32		107	84	47	59	46	38	103	86										
					-		-	-																	
Effective Column n																									
	54	158	107	23	47	24	201	165	93	107	86	79	215	149											
Average	2.8	2.8	3.2	3.2	3.4	3.6	3.2	2.9	3.1	3.2	2.9	2.9	2.9	2.9	3.2										
Standard Deviation	1.5	1.4	1.4	1.2	1.3	1.3	1.4	1.5	1.4	1.3	1.5	1.5	1.5	1.5	1.4										
Unweighted base	79	236	157	33	69	36	296	245	138	158	128	117	320	218											
Weighted base	74	208	155	27	71	44	257	250	124	133	132	118	300	205											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 3

Column %	UK nation										Rurality						
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied (1)	**	**	**	**	**	**	25% **	**	**	17%	12%	15%	**	16%	19%	**	
							19			77	5	4		62	24		
										-							
Fairly satisfied	**	**	**	**	**	**	24% **	**	**	24%	24%	27%	**	25%	22%	**	
							19			106	10	6		96	28		
										-							
Neither satisfied nor dissatisfied	**	**	**	**	**	**	28% **	**	**	21%	15%	22%	**	22%	16%	**	
							22			94	6	5		86	20		
										-							
Fairly dissatisfied	**	**	**	**	**	**	8% **	**	**	13%	17%	14%	**	12%	16%	**	
							6			56	7	3		48	20		
										-							
Very dissatisfied (5)	**	**	**	**	**	**	16% **	**	**	24%	26%	16%	**	23%	26%	**	
							12			107	10	4		89	33		
										-							
I don't know	**	**	**	**	**	**	0% **	**	**	1%	6%	6%	**	1%	2%	**	
							0			2	2	1		4	2		
										-							
NET: Satisfied	**	**	**	**	**	**	49% **	**	**	41%	36%	42%	**	41%	41%	**	
							38			184	14	10		159	52		
										-							
NET: Dissatisfied	**	**	**	**	**	**	23% **	**	**	37%	43%	30%	**	36%	41%	**	
							18			163	17	7		137	53		
										-							
Effective Column n																	
	19	27		25	25	28	29	47	27	23	250	44	44	27	264	102	0
Average	3.4	2.6		3.0	2.9	2.8	3.7	2.7	3.3	3.0	3.0	3.2	2.9	3.1	3.0	3.1	
Standard Deviation	1.5	1.3		1.4	1.4	1.5	1.4	1.4	1.4	1.3	1.4	1.4	1.3	1.4	1.4	1.5	
Unweighted base	28	40		37	37	43	44	71	41	34	375	64	61	41	391	150	0
Weighted base	34	53		44	41	47	57	79	46	38	441	37	22	8	382	126	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QH7_1: Thinking of Royal Mail's response to your complaint, how satisfied were you with... How your complaint was handled by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage																							
Column %																																	
Weighted counts																																	
Column Comparisons	Yes – I am housebound			No – I am not housebound			Under £11,500 per year			£11,500 - £17,499 per year			£17,500 - £29,999 per year			£30,000 - £49,999 per year			£50,000+ per year			I don't know/ I prefer not to answer			NET: Internet user			NET: Internet non-user					
Very satisfied (1)	33%			14%			24%			18%			9%			18%			15%			22%			12%			18%			**		
	22			65			20			7			18			17			22			10			12			87					
	b																																
Fairly satisfied	27%			24%			15%			44%			15%			24%			29%			24%			24%			**					
	18			107			13			32			15			26			20			19			116								
										a c d																							
Neither satisfied nor dissatisfied	23%			20%			18%			21%			18%			20%			15%			32%			20%			**					
	15			91			15			15			18			21			11			26			100								
Fairly dissatisfied	9%			14%			11%			8%			18%			17%			13%			9%			13%			**					
	6			62			9			6			18			18			9			7			65								
Very dissatisfied (5)	7%			26%			31%			15%			29%			23%			19%			22%			24%			**					
	5			117			26			11			30			25			13			18			117								
				a																													
I don't know	0%			1%			0%			2%			2%			1%			1%			1%			1%			**					
	0			6			0			2			2			1			1			1			6								
NET: Satisfied	60%			38%			40%			54%			32%			40%			51%			36%			41%			**					
	39			172			33			39			33			42			36			29			203								
	b																																
NET: Dissatisfied	16%			40%			42%			23%			47%			40%			32%			31%			37%			**					
	11			180			35			17			48			43			23			25			183								
				a																													
Effective Column n	50			316			56			52			76			83			56			44			355			10					
Average	2.3			3.1			3.1			2.8			3.3			3.1			2.8			3.1			3.0			3.3					
Standard Deviation	1.2			1.4			1.6			1.2			1.5			1.4			1.4			1.3			1.4			1.2					
Unweighted base	75			466			84			75			113			123			82			64			525			15					
Weighted base	65			442			82			71			99			106			69			80			486			20					
Columns	A	B		A	B		C		D		E		F		A		B																

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied (1)	15% **		15%	16%	14%	13%	18%	12%	19%
-	79		61	18	21	17	24	32	47
-									
Fairly satisfied	26% **		27%	31%	27%	21%	28%	20%	33%
-	135		107	34	38	26	37	54	81
-									a
Neither satisfied nor dissatisfied	19% **		19%	13%	24%	14%	24%	23%	16%
-	100		74	15	35	17	33	59	40
-									
Fairly dissatisfied	13% **		14%	14%	13%	13%	13%	15%	11%
-	67		58	15	18	16	18	39	28
-									
Very dissatisfied (5)	23% **		22%	25%	19%	35%	16%	29%	18%
-	120		89	28	27	44	21	76	44
-					b d		b		
I don't know	2% **		3%	1%	3%	5%	1%	1%	4%
-	12		11	1	4	6	1	3	9
-									
NET: Satisfied	42% **		42%	47%	41%	34%	45%	33%	51%
-	214		168	52	58	43	61	86	129
-								A	
NET: Dissatisfied	36% **		37%	39%	32%	47%	29%	44%	29%
-	187		146	44	45	60	39	115	73
-							b		
Effective Column n									
-	366	32	333	78	100	98	89	164	202
-									
Average	3.0	3.1	3.0	3.0	3.0	3.4	2.8	3.3	2.8
Standard Deviation	1.4	1.5	1.4	1.5	1.3	1.5	1.3	1.4	1.4
Unweighted base	532	48	484	117	145	138	132	242	290
Weighted base	501	114	388	111	138	120	133	260	241
Columns	A	A	B	A	B	C	D	A	B

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

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 2

	Age					SEG					Working status				
Column %															
Weighted counts															
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Very satisfied (1)	26%	20%	10%	**		4%	**	14%	17%	15%	12%	18%	17%	18%	12%
	20	41	15			3		35	44	19	17	24	20	53	26
						-		-							
Fairly satisfied	22%	31%	25%	**		21%	**	25%	28%	25%	25%	27%	29%	30%	21%
	16	64	40			15		65	70	31	34	35	35	92	43
						-		-					b		
Neither satisfied nor dissatisfied	16%	19%	19%	**		26%	**	18%	20%	18%	19%	21%	19%	17%	23%
	12	39	29			19		48	51	23	25	28	23	50	49
						-		-							
Fairly dissatisfied	13%	13%	13%	**		16%	**	17%	9%	14%	20%	9%	10%	11%	16%
	9	27	20			11		44	23	17	27	12	11	33	33
						-		-							
Very dissatisfied (5)	21%	17%	32%	**		28%	**	24%	23%	26%	21%	23%	24%	22%	25%
	16	35	49			20		62	58	33	28	30	28	68	52
			b			-		-							
I don't know	2%	1%	2%	**		6%	**	3%	2%	3%	3%	2%	1%	2%	3%
	2	3	4			4		8	5	3	4	3	2	5	6
						-		-							
NET: Satisfied	48%	51%	35%	**		25%	**	38%	45%	39%	37%	45%	46%	48%	33%
	36	106	55			18		100	114	50	50	59	55	145	69
						-		-					b		
NET: Dissatisfied	34%	29%	44%	**		43%	**	40%	32%	40%	41%	32%	33%	33%	41%
	25	61	69			31		106	82	51	55	42	39	101	85
						-		-							
Effective Column n															
	54	158	107	23	47	24	201	165	93	107	86	79	215	149	
Average	2.8	2.8	3.3	3.5	3.4	3.4	3.1	2.9	3.1	3.1	3.1	2.9	2.9	2.9	3.2
Standard Deviation	1.5	1.4	1.4	1.2	1.3	1.3	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4	1.4
Unweighted base	79	232	154	33	67	34	291	241	137	154	125	116	316	214	
Weighted base	73	206	153	27	69	42	254	247	123	131	130	117	296	203	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 3

Column %	UK nation										Rurality						
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied (1)	**	**	**	**	**	**	18% 14	**	**	15% 68	13% 5	20% 5	**	15% 58	17% 22	**	
Fairly satisfied	**	**	**	**	**	**	34% 26	**	**	28% 123	15% 6	19% 4	**	28% 106	23% 29	**	
Neither satisfied nor dissatisfied	**	**	**	**	**	**	24% 19	**	**	19% 85	17% 7	26% 6	**	20% 77	18% 22	**	
Fairly dissatisfied	**	**	**	**	**	**	10% 8	**	**	12% 54	21% 8	12% 3	**	13% 51	12% 16	**	
Very dissatisfied (5)	**	**	**	**	**	**	14% 11	**	**	24% 104	27% 11	16% 4	**	22% 86	27% 34	**	
I don't know	**	**	**	**	**	**	1% 1	**	**	2% 7	8% 3	6% 1	**	2% 8	4% 4	**	
NET: Satisfied	**	**	**	**	**	**	51% 40	**	**	43% 192	27% 11	39% 9	**	42% 164	39% 50	**	
NET: Dissatisfied	**	**	**	**	**	**	24% 19	**	**	36% 159	48% 19	29% 7	**	35% 137	39% 50	**	
Effective Column n																	
	19	27		25	25	28	29	47	27	23	250	44	44	27	264	102	0
Average	3.4	2.6		2.9	2.9	2.9	3.5	2.7	3.4	3.0	3.0	3.4	2.9	3.1	3.0	3.1	
Standard Deviation	1.5	1.4		1.4	1.5	1.5	1.4	1.3	1.3	1.4	1.4	1.4	1.4	1.4	1.4	1.5	
Unweighted base	28	40		36	35	43	44	70	41	33	370	62	62	38	385	147	0
Weighted base	34	53		44	39	47	57	78	46	37	436	37	22	7	378	123	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QH7_2: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The resolution to your complaint by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage			
Column %	Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Very satisfied (1)	26%	14%	22%	13%	17%	15%	10%	14%	16%	**		
	17	62	18	10	17	16	7	11	78			
	b											
Fairly satisfied	43%	24%	17%	40%	20%	27%	38%	20%	26%	**		
	28	107	14	29	21	29	27	16	126			
	b											
Neither satisfied nor dissatisfied	14%	20%	16%	22%	17%	22%	14%	23%	19%	**		
	9	90	13	16	17	24	10	18	95			
Fairly dissatisfied	10%	14%	12%	9%	15%	11%	16%	16%	13%	**		
	6	61	10	6	16	11	11	13	66			
Very dissatisfied (5)	7%	26%	31%	14%	25%	24%	20%	24%	23%	**		
	5	115	25	10	26	26	14	19	115			
	a											
I don't know	0%	3%	1%	3%	5%	1%	2%	3%	3%	**		
	0	12	1	2	5	1	1	2	12			
NET: Satisfied	69%	38%	39%	53%	38%	42%	48%	34%	41%	**		
	45	170	32	38	38	45	34	27	204			
	B											
NET: Dissatisfied	17%	39%	43%	23%	41%	34%	36%	40%	37%	**		
	11	176	35	16	41	37	25	32	181			
	a											
Effective Column n												
	50	316	56	52	76	83	56	44	355	10		
Average	2.3	3.1	3.1	2.7	3.1	3.0	3.0	3.2	3.0	3.0		
Standard Deviation	1.2	1.4	1.6	1.2	1.5	1.4	1.3	1.4	1.4	1.4		
Unweighted base	74	458	82	75	110	122	81	62	516	15		
Weighted base	65	436	81	71	97	106	69	78	480	20		
Columns	A	B	A	B	C	D	E	F	A	B		

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

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Very satisfied (1)	17% **		17%	21%	16%	15%	17%	17%	17%
-	88		66	23	22	19	23	45	43
-									
Fairly satisfied	23% **		25%	22%	22%	23%	26%	17%	30%
120	120		100	24	32	29	35	46	75
-									a
Neither satisfied nor dissatisfied	20% **		20%	17%	23%	13%	27%	22%	18%
103	103		78	19	32	16	36	57	45
-									
Fairly dissatisfied	14% **		15%	11%	14%	17%	14%	15%	13%
72	72		62	13	19	21	19	40	32
-									
Very dissatisfied (5)	23% **		21%	28%	23%	29%	12%	27%	19%
117	117		82	32	33	36	16	71	46
-				d		d			
I don't know	3% **		3%	1%	2%	4%	3%	2%	4%
14	14		10	1	3	5	5	5	9
-									
NET: Satisfied	41% **		42%	43%	38%	38%	44%	34%	47%
208	208		166	48	54	48	58	90	118
-									a
NET: Dissatisfied	37% **		36%	40%	37%	45%	26%	42%	31%
189	189		144	45	52	57	35	111	78
-								b	
Effective Column n									
	366	32	333	78	100	98	89	164	202
-									
Average	3.0	3.2	3.0	3.0	3.1	3.2	2.8	3.2	2.9
Standard Deviation	1.4	1.5	1.4	1.5	1.4	1.5	1.3	1.4	1.4
Unweighted base	529	47	482	117	144	139	129	239	290
Weighted base	500	112	388	111	139	121	129	259	241
Columns	A	A	B	A	B	C	D	A	B

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

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Very satisfied (1)	29%	21%	10%	**		8%	**	15%	19%	15%	15%	22%	16%	20%	13%										
	22	44	15			6		39	49	19	20	30	19	60	28										
Fairly satisfied	c f	c f			-		-	-																	
	19%	26%	24%	**		19%	**	21%	26%	22%	20%	21%	32%	25%	21%										
Neither satisfied nor dissatisfied	14	54	38			14		55	65	28	27	28	38	75	45										
					-		-	-																	
Fairly dissatisfied	18%	20%	21%	**		20%	**	22%	18%	19%	24%	17%	19%	19%	21%										
	14	41	33			14		57	46	24	33	23	23	59	44										
Very dissatisfied (5)					-		-	-																	
	15%	13%	14%	**		16%	**	15%	13%	12%	17%	16%	10%	13%	15%										
I don't know	11	27	23			12		39	34	16	23	22	12	39	32										
					-		-	-																	
NET: Satisfied	18%	19%	26%	**		31%	**	24%	21%	27%	21%	21%	22%	21%	26%										
	13	40	41			23		64	53	35	29	27	26	63	54										
NET: Dissatisfied	1%	1%	4%	**		5%	**	3%	2%	4%	3%	3%	1%	2%	4%										
	1	3	6			4		8	5	5	3	4	2	5	8										
Effective Column n					-		-	-																	
	48%	47%	34%	**		28%	**	36%	45%	38%	35%	43%	47%	45%	35%										
NET: Dissatisfied	36	98	54			20		94	114	48	47	57	56	135	73										
		f			-		-	-																	
Average	33%	32%	41%	**		47%	**	39%	34%	40%	39%	37%	32%	34%	41%										
	24	66	64			35		102	87	50	52	49	38	103	85										
Standard Deviation					-		-	-																	
	54	158	107	23	47	24	201	165	93	107	86	79	215	149											
Unweighted base	2.7	2.8	3.2	3.1	3.5	3.7	3.1	2.9	3.2	3.1	2.9	2.9	2.9	2.9	3.2										
	1.5	1.4	1.4	1.5	1.4	1.3	1.4	1.4	1.5	1.4	1.5	1.4	1.4	1.4	1.4										
Weighted base	80	232	151	31	66	35	287	242	135	152	126	116	316	211											
	74	206	151	26	69	43	253	247	122	131	129	117	297	202											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

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

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 3

Column %	UK nation										Rurality						
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Very satisfied (1)	**	**	**	**	**	**	26% 20	**	**	-	18% 78	12% 5	** 4	-	17% 66	** 22	
Fairly satisfied	**	**	**	**	**	**	26% 20	**	**	-	23% 104	21% 9	** 6	-	25% 95	** 25	
Neither satisfied nor dissatisfied	**	**	**	**	**	**	25% 20	**	**	-	20% 90	16% 6	** 5	-	21% 83	** 20	
Fairly dissatisfied	**	**	**	**	**	**	10% 8	**	**	-	14% 62	17% 7	** 2	-	13% 50	** 22	
Very dissatisfied (5)	**	**	**	**	**	**	13% 10	**	**	-	23% 104	19% 8	** 4	-	22% 84	** 34	
I don't know	**	**	**	**	**	**	0% 0	**	**	-	1% 5	14% 5	** 2	-	2% 8	4% 5	
NET: Satisfied	**	**	**	**	**	**	52% 41	**	**	-	41% 182	34% 13	** 10	-	42% 161	** 47	
NET: Dissatisfied	**	**	**	**	**	**	23% 18	**	**	-	37% 166	37% 15	** 6	-	35% 134	43% 55	
Effective Column n	19	27	25	25	28	29	47	27	23	250	44	44	27	264	102	0	
Average	3.3	2.4	3.2	2.8	2.8	3.7	2.6	3.6	3.1	3.0	3.1	2.8	3.1	3.0	3.2		
Standard Deviation	1.5	1.4	1.4	1.5	1.5	1.3	1.3	1.2	1.4	1.4	1.4	1.4	1.4	1.4	1.5		
Unweighted base	27	40	36	36	43	44	71	41	34	372	60	59	38	384	145	0	
Weighted base	33	53	44	40	47	57	79	46	38	437	34	21	7	377	122	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QH7_3: Thinking of Royal Mail's response to your complaint, how satisfied were you with... The time taken to resolve your complaint by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage									
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user	NET: Internet non-user
Very satisfied (1)	33%	21	15%	66	22%	18	18%	13	15%	15	16%	17	23%	16	10%	8	18%	**
	b																88	
Fairly satisfied	31%	20	22%	100	20%	16	31%	22	23%	23	20%	22	24%	17	25%	20	23%	**
																	113	
Neither satisfied nor dissatisfied	20%	13	20%	90	18%	15	16%	12	17%	17	24%	25	14%	10	29%	23	19%	**
																	96	
Fairly dissatisfied	6%	4	15%	68	10%	8	12%	8	18%	18	14%	15	18%	13	12%	10	14%	**
																	70	
Very dissatisfied (5)	9%	6	25%	111	30%	24	20%	15	23%	23	23%	25	19%	13	21%	17	23%	**
	a																112	
I don't know	1%	1	3%	13	0%	0	2%	2	4%	4	3%	3	3%	2	4%	3	3%	**
																	14	
NET: Satisfied	64%	42	37%	166	42%	34	49%	36	38%	39	37%	39	47%	33	34%	28	41%	**
	B																201	
NET: Dissatisfied	15%	10	40%	179	40%	33	32%	23	41%	42	37%	39	37%	26	33%	27	37%	**
	a																182	
Effective Column n																		
	50		316		56		52		76		83		56		44		355	10
Average	2.3		3.1		3.1		2.8		3.1		3.1		2.9		3.1		3.0	3.3
Standard Deviation	1.2		1.4		1.6		1.4		1.4		1.4		1.5		1.3		1.4	1.2
Unweighted base	73		456		83		75		110		120		80		61		513	15
Weighted base	65		435		82		71		97		104		68		77		478	20
Columns	A	B	A	B	A	B	C	D	E	F	A	B						

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

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Not worth the hassle	54% **		56% **	**	**	**	**	**	56%
	48		39						26
	-								
Wouldn't change anything anyway	39% **		51% **	**	**	**	**	**	44%
	35		35						20
	-		A						
Didn't know where to go/ who to complain to	29% **		23% **	**	**	**	**	**	27%
	26		16						12
	-								
Didn't have the time	22% **		19% **	**	**	**	**	**	21%
	20		13						10
	-								
Any other reason	7% **		4% **	**	**	**	**	**	2%
	6		2						1
	-								
The problem was sorted without needing to complain	7% **		7% **	**	**	**	**	**	9%
	6		5						4
	-								
Not a major issue	9% **		7% **	**	**	**	**	**	5%
	8		5						2
	-								
I don't know	1% **		1% **	**	**	**	**	**	1%
	1		1						0
	-								
Effective Column n									
	68	6	62	20	11	17	20	31	37
Unweighted base	106	9	97	31	18	26	31	48	58
Weighted base	90	21	69	25	15	19	31	44	46
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 2

	Age											SEG					Working status	
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Not worth the hassle	**	39% **	**	**	**	**	**	-	61% **	**	**	**	56% **	**				
		15							31				27					
								-										
Wouldn't change anything anyway	**	26% **	**	**	**	**	**	-	32% **	**	**	**	38% **	**				
		10							16				18					
								-										
Didn't know where to go/ who to complain to	**	26% **	**	**	**	**	**	-	36% **	**	**	**	19% **	**				
		10							19				9					
								-										
Didn't have the time	**	28% **	**	**	**	**	**	-	18% **	**	**	**	30% **	**				
		10							9				15					
								-										
Any other reason	**	6% **	**	**	**	**	**	-	7% **	**	**	**	8% **	**				
		2							3				4					
								-										
The problem was sorted without needing to complain	**	9% **	**	**	**	**	**	-	2% **	**	**	**	5% **	**				
		3							1				2					
								-										
Not a major issue	**	2% **	**	**	**	**	**	-	13% **	**	**	**	15% **	**				
		1							7				7					
								-										
I don't know	**	2% **	**	**	**	**	**	-	1% **	**	**	**	1% **	**				
		1							0				0					
								-										
Effective Column n																		
	15	32	15	3	6	3	31	37	13	17	12	25	40	27				
Unweighted base	23	50	23	5	10	5	48	58	21	27	19	39	62	43				
Weighted base	16	37	27	4	10	6	39	51	18	21	18	33	48	42				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Not worth the hassle	**	**	**	**	**	**	**	**	**	56% **	**	**	**		51% **	**	
										43					34		
										-							
Wouldn't change anything anyway	**	**	**	**	**	**	**	**	**	40% **	**	**	**		44% **	**	
										31					29		
										-							
Didn't know where to go/ who to complain to	**	**	**	**	**	**	**	**	**	31% **	**	**	**		24% **	**	
										23					16		
										-							
Didn't have the time	**	**	**	**	**	**	**	**	**	21% **	**	**	**		24% **	**	
										16					16		
										-							
Any other reason	**	**	**	**	**	**	**	**	**	6% **	**	**	**		9% **	**	
										5					6		
										-							
The problem was sorted without needing to complain	**	**	**	**	**	**	**	**	**	6% **	**	**	**		7% **	**	
										4					5		
										-							
Not a major issue	**	**	**	**	**	**	**	**	**	9% **	**	**	**		11% **	**	
										7					7		
										-							
I don't know	**	**	**	**	**	**	**	**	**	0% **	**	**	**		0% **	**	
										0					0		
										-							
Effective Column n																	
	3	4		3	2	7	4	8	6	6	42	8	6	11	49	19	0
Unweighted base	5	6		4	3	11	6	13	9	9	66	12	10	18	76	30	0
Weighted base	8	6		4	6	12	6	14	9	11	76	8	4	3	67	23	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH8: Why didn't you make a complaint to Royal Mail? by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Not worth the hassle	**		56% **	**	**	**	**	**		51% **
			44							44
									-	
Wouldn't change anything anyway	**		41% **	**	**	**	**	**		41% **
			33							35
									-	
Didn't know where to go/ who to complain to	**		29% **	**	**	**	**	**		26% **
			23							22
									-	
Didn't have the time	**		23% **	**	**	**	**	**		23% **
			19							20
									-	
Any other reason	**		8% **	**	**	**	**	**		7% **
			6							6
									-	
The problem was sorted without needing to complain	**		6% **	**	**	**	**	**		7% **
			4							6
									-	
Not a major issue	**		10% **	**	**	**	**	**		9% **
			8							8
									-	
I don't know	**		1% **	**	**	**	**	**		1% **
			1							1
									-	
Effective Column n										
	9	59	12	12	20	15	6	3	67	1
Unweighted base	14	92	19	19	31	23	9	5	105	1
Weighted base	11	79	22	16	25	17	6	5	86	4
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year but did not do so
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender			
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
No	61%	71%	59%	50%	65%	61%	68%	61%	62%	
	371	97	274	68	102	88	113	186	185	
	-	b					a			
Yes - over the counter at the Post Office	19%	15%	20%	28%	15%	17%	17%	20%	18%	
	114	20	94	38	23	24	28	62	52	
	-									
Yes - by phone/ letter/ email to the Post Office	14%	9%	16%	18%	15%	14%	10%	13%	15%	
	85	12	73	24	24	21	16	41	44	
	-									
Yes - to someone else	6%	5%	6%	6%	6%	7%	5%	7%	5%	
	36	7	29	8	9	10	9	22	14	
	-									
Yes - to the regulator (Ofcom)	5%	3%	6%	7%	6%	4%	4%	5%	5%	
	31	4	27	9	9	6	7	16	15	
	-									
Yes - to Citizens Advice Bureau	2%	0%	2%	2%	1%	2%	1%	2%	1%	
	10	0	10	2	2	3	2	6	4	
	-									
I don't know	1%	0%	1%	3%	0%	1%	0%	1%	1%	
	5	0	5	3	0	1	1	3	2	
	-									
NET: Yes	38%	29%	40%	48%	35%	38%	31%	38%	37%	
	227	40	188	65	55	55	52	118	109	
	-		a							
Effective Column n										
	433	38	395	98	111	115	109	194	239	
	-									
Unweighted base	658	58	600	149	169	174	166	295	363	
Weighted base	604	136	468	137	158	144	165	308	296	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 2

Column % Weighted counts Column Comparisons	Age					SEG					Working status				
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
No	57%	54%	67% **		75% **		63%	60%	59%	66%	54%	66%	55%	70%	
	52	133	123		62		190	181	86	104	81	100	192	176	
					-		-	-							a
Yes - over the counter at the Post Office	21%	26%	14% **		6% **		17%	20%	19%	16%	24%	17%	24%	12%	
	19	64	26		5		52	62	27	25	36	26	85	29	
	f	c f			-		-	-					b		
Yes - by phone/ letter/ email to the Post Office	15%	19%	8% **		12% **		16%	13%	18%	13%	17%	8%	17%	10%	
	13	47	14		10		47	38	27	20	26	12	60	25	
		c			-		-	-					b		
Yes - to someone else	3%	3%	11% **		6% **		5%	7%	6%	4%	5%	9%	5%	7%	
	3	8	20		5		14	22	9	6	8	13	18	18	
					-		-	-							
Yes - to the regulator (Ofcom)	5%	9%	2% **		0% **		5%	5%	5%	5%	9%	2%	8%	2%	
	4	23	4		0		15	16	7	8	13	3	26	4	
					-		-	-					b		
Yes - to Citizens Advice Bureau	1%	3%	0% **		0% **		2%	1%	3%	1%	2%	0%	3%	0%	
	1	9	0		0		6	3	5	1	3	0	10	0	
					-		-	-					b		
I don't know	1%	1%	1% **		1% **		2%	0%	2%	1%	0%	0%	1%	1%	
	1	2	1		1		5	1	2	2	0	1	3	2	
					-		-	-							
NET: Yes	41%	45%	32% **		24% **		35%	40%	39%	32%	46%	34%	44%	29%	
	38	110	59		20		107	121	57	50	70	51	155	73	
		d			-		-	-					b		
Effective Column n															
	68	190	122	26	53	27	231	202	107	124	98	104	254	176	
Unweighted base	104	288	185	40	81	41	351	307	162	189	149	158	386	268	
Weighted base	91	246	184	34	83	49	301	303	145	156	151	152	350	251	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
No	**	**	**	**	63%	56%	45%	51%	**	60%	74%	70%	65%	58%	71%	**	
					37	35	42	28		310	35	19	7	264	107		
										-					a		
Yes - over the counter at the Post Office	**	**	**	**	16%	18%	34%	20%	**	20%	15%	4%	14%	21%	13%	**	
					10	11	31	11		104	7	1	1	93	20		
										-							
Yes - by phone/ letter/ email to the Post Office	**	**	**	**	16%	17%	18%	20%	**	15%	4%	9%	13%	17%	6%	**	
					9	11	17	11		79	2	2	1	76	9		
										-				b			
Yes - to someone else	**	**	**	**	6%	9%	5%	11%	**	5%	10%	10%	5%	5%	8%	**	
					4	6	5	6		28	5	3	1	24	12		
										-							
Yes - to the regulator (Ofcom)	**	**	**	**	9%	2%	11%	6%	**	6%	1%	4%	3%	6%	4%	**	
					5	1	10	3		29	0	1	0	26	5		
										-							
Yes - to Citizens Advice Bureau	**	**	**	**	5%	0%	1%	0%	**	2%	1%	0%	3%	2%	0%	**	
					3	0	1	0		9	0	0	0	9	0		
										-							
I don't know	**	**	**	**	0%	0%	1%	0%	**	1%	0%	3%	1%	1%	2%	**	
					0	0	1	0		4	0	1	0	3	2		
										-							
NET: Yes	**	**	**	**	37%	44%	54%	49%	**	39%	26%	27%	33%	41%	28%	**	
					22	27	50	27		204	12	7	4	185	42		
							i			-				b			
Effective Column n																	
	22	30	27	27	36	33	55	33	29	292	52	50	39	312	121	0	
Unweighted base	34	46	41	41	54	50	84	50	44	444	79	76	59	474	184	0	
Weighted base	43	59	48	48	60	63	92	55	50	519	48	27	11	453	151	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QH9: And did you complain to anyone else about the service you received from Royal Mail? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability										
Q6: Annual household income			Q12: Internet usage							
Column %	Yes – I am housebound		No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user
Weighted counts										NET: Internet non-user
Column Comparisons										
No	19%	67%	64%	66%	53%	58%	55%	77%	63%	**
	15	356	66	58	67	72	42	66	365	
	A								B	
Yes - over the counter at the Post Office	43%	15%	15%	19%	18%	22%	29%	11%	19%	**
	33	81	15	17	23	28	22	10	109	
	B									
Yes - by phone/ letter/ email to the Post Office	39%	10%	17%	14%	14%	13%	21%	6%	13%	**
	30	55	17	12	18	16	16	5	74	
	B									
Yes - to someone else	3%	6%	6%	3%	12%	4%	5%	3%	6%	**
	2	34	6	3	15	5	4	3	35	
Yes - to the regulator (Ofcom)	18%	3%	2%	1%	6%	10%	8%	3%	4%	**
	14	17	2	1	7	12	6	3	26	
	B									
Yes - to Citizens Advice Bureau	9%	1%	1%	1%	2%	1%	4%	0%	1%	**
	7	3	1	1	2	2	3	0	8	
	B									
I don't know	4%	0%	0%	0%	1%	2%	1%	0%	1%	**
	3	2	0	0	1	3	1	0	5	
	b									
NET: Yes	76%	32%	36%	34%	46%	40%	43%	23%	36%	**
	58	170	37	30	59	49	33	20	208	
	B									
Effective Column n										
	59	375	68	64	96	97	61	47	422	11
Unweighted base	89	569	103	97	146	148	93	71	641	16
Weighted base	76	528	104	88	126	124	76	85	578	24
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had cause to complain to Royal Mail about its services in the previous year
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 1

	Methodology			Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAP1	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Royal Mail	96%	98%	94%	95%	96%	96%	96%	96%	96%	96%
	5796	2394	3402	1465	1445	1471	1415	2834	2962	
	-	B								
Parcelforce	80%	79%	80%	80%	80%	78%	80%	80%	79%	
	4816	1937	2879	1229	1212	1197	1178	2367	2449	
	-									
Net: Royal Mail / Parcelforce	98%	99%	97%	98%	97%	98%	98%	98%	98%	
	5920	2430	3490	1510	1471	1500	1439	2894	3026	
	-	B								
DHL	79%	74%	83%	81%	80%	77%	79%	81%	78%	
	4807	1802	3005	1256	1209	1176	1166	2412	2395	
	-		A					b		
FedEx	78%	68%	85%	79%	77%	77%	78%	79%	77%	
	4709	1662	3047	1219	1164	1170	1155	2337	2372	
	-		A							
Hermes	74%	64%	81%	74%	76%	72%	74%	72%	76%	
	4496	1575	2921	1149	1146	1106	1096	2141	2355	
	-		A						a	
Yodel	69%	61%	74%	67%	69%	70%	69%	68%	69%	
	4161	1494	2667	1032	1048	1065	1016	2030	2131	
	-		A							
UPS	64%	54%	71%	65%	64%	64%	62%	67%	61%	
	3872	1330	2542	1005	972	975	920	1996	1876	
	-		A					B		
DPD	68%	65%	70%	69%	69%	66%	69%	70%	66%	
	4112	1604	2508	1059	1035	1004	1013	2075	2037	
	-		a					b		
TNT Express	54%	51%	56%	52%	53%	54%	56%	59%	49%	
	3263	1240	2023	801	802	827	832	1752	1511	
	-		a					B		
Interlink	42%	43%	41%	39%	41%	41%	45%	46%	38%	
	2525	1055	1470	610	623	632	661	1351	1174	
	-							B		
Amazon Logistics	45%	46%	44%	45%	46%	44%	44%	45%	44%	
	2699	1124	1575	701	689	666	643	1331	1368	
	-									
UK Mail	31%	22%	37%	33%	34%	27%	30%	34%	28%	
	1881	532	1349	511	511	412	448	1021	861	
	-		A	c	c			B		
Collect +	27%	21%	32%	28%	28%	27%	27%	24%	31%	
	1665	521	1144	438	423	405	399	708	957	
	-		A						A	
TNT Post UK	26%	22%	28%	25%	26%	24%	27%	29%	22%	
	1558	541	1017	384	399	371	405	869	689	
	-		A					B		
Citipost	17%	16%	18%	16%	18%	17%	17%	20%	14%	
	1027	393	633	252	271	254	250	593	434	
	-							B		
DX	12%	12%	12%	13%	12%	11%	11%	13%	10%	
	718	297	422	202	180	171	164	399	320	
	-							b		
Any other postal services company	1%	1%	1%	1%	1%	1%	1%	1%	1%	
	47	21	25	10	11	10	15	20	26	
	-									
Net: Any	99%	100%	99%	100%	99%	100%	99%	100%	99%	
	6025	2444	3581	1538	1501	1520	1466	2956	3069	
	-									
None of the above	1%	0%	1%	0%	1%	0%	1%	0%	1%	
	31	7	24	7	8	7	9	12	20	
	-									
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
	-									
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Royal Mail	94%	95%	96%	97%	97%	97%	97%	96%	96%	95%	96%	95%	97%	95%	97%										
	800	1839	1865	618	1292	674	3067	2729	1285	1782	1235	1494	2971	2804											
Parcelforce	63%	76%	87%	84%	84%	84%	80%	79%	80%	81%	79%	78%	77%	82%	a										
	530	1481	1689	535	1116	581	2578	2238	1084	1495	1036	1201	2414	2386											
Net: Royal Mail / Parcelforce	95%	96%	99%	99%	99%	99%	98%	98%	98%	98%	97%	98%	97%	98%	A										
	809	1868	1922	633	1321	688	3143	2777	1328	1815	1265	1512	3039	2858											
DHL	64%	81%	87%	79%	76%	74%	81%	77%	80%	82%	77%	77%	81%	78%	a										
	544	1564	1683	506	1016	510	2608	2199	1082	1526	1007	1192	2537	2257											
FedEx	72%	78%	83%	72%	73%	75%	80%	75%	79%	80%	76%	75%	78%	77%	b										
	609	1506	1615	461	979	518	2561	2148	1080	1481	990	1158	2443	2249											
Hermes	69%	76%	78%	70%	69%	69%	76%	73%	76%	75%	74%	71%	76%	73%											
	581	1478	1512	451	925	474	2425	2071	1029	1397	971	1100	2365	2115											
Yodel	57%	71%	76%	66%	63%	61%	70%	68%	68%	71%	68%	67%	70%	67%											
	486	1371	1463	421	840	420	2236	1925	921	1315	892	1033	2204	1940											
UPS	56%	65%	69%	62%	59%	56%	66%	62%	66%	66%	61%	62%	65%	63%	b										
	473	1267	1347	397	785	388	2114	1758	899	1216	796	961	2026	1834											
DPD	62%	72%	71%	63%	61%	59%	70%	66%	66%	72%	67%	65%	71%	64%											
	525	1389	1385	404	811	407	2240	1872	903	1337	872	1000	2232	1863											
TNT Express	31%	51%	66%	56%	56%	56%	57%	50%	57%	57%	52%	49%	54%	53%	c e F										
	259	983	1273	361	748	387	1827	1436	775	1051	676	761	1701	1552											
Interlink	25%	44%	50%	37%	37%	37%	42%	41%	40%	44%	44%	39%	46%	38%	f										
	208	856	963	240	498	258	1352	1173	546	806	570	603	1423	1092											
Amazon Logistics	37%	48%	48%	36%	38%	40%	46%	43%	45%	47%	44%	42%	46%	44%	A										
	312	940	938	232	510	277	1480	1219	617	864	576	642	1424	1264											
UK Mail	26%	33%	34%	29%	28%	27%	32%	30%	31%	32%	31%	30%	32%	30%	A d f										
	222	638	650	184	371	187	1020	861	422	598	405	456	1004	873											
Collect +	29%	37%	27%	13%	13%	13%	28%	27%	25%	30%	26%	28%	33%	22%											
	248	712	528	84	177	93	900	766	344	556	337	429	1021	633	a C D F										
TNT Post UK	17%	26%	31%	24%	23%	22%	26%	26%	26%	28%	24%	28%	24%	24%	D F										
	145	512	594	152	307	155	831	728	351	480	363	365	862	694	a C D F										
Citipost	7%	18%	22%	16%	14%	13%	18%	16%	17%	19%	17%	14%	19%	14%	A										
	63	339	432	105	192	87	585	442	234	351	221	221	604	417	A b d f										
DX	10%	15%	12%	9%	7%	6%	13%	11%	13%	13%	11%	10%	14%	10%	A b d f										
	82	297	241	56	99	44	417	301	173	244	146	155	430	285											
Any other postal services company	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	a d F										
	3	14	12	7	17	10	30	17	12	18	8	9	16	30											
Net: Any	99%	99%	100%	100%	100%	100%	100%	99%	100%	100%	99%	99%	100%	99%											
	838	1924	1934	639	1329	689	3195	2830	1352	1842	1297	1533	3111	2887											
None of the above	1%	1%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	1%											
	10	14	4	1	4	3	15	16	7	9	7	10	15	15											
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 3

Column %	UK nation														Rurality				
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Royal Mail	97%	96%	96%	94%	95%	95%	95%	95%	97%	97%	96%	96%	93%	97%	96%	96% **			
	516	548	507	512	537		513	660	578	501	4871	466	282	177	4309	1482			
Parcelforce	83%	83%	73%	79%	80%	88%	64%	82%	84%	79%	84%	79%	77%	78%	84%	84% **			
	441	474	386	431	454	472	447	489	435	4029	407	239	141	3515	1298				
Net: Royal Mail / Parcelforce	c G	c G		G	G	C d e G I m		c G	c G	-	c G	G	g		A				
	99%	98%	97%	97%	96%	99%	97%	99%	98%	98%	98%	95%	100%	98%	98%	98% **			
	523	558	513	532	544	534	672	592	508	4977	474	288	181	4401	1514				
DHL	84%	85%	76%	79%	79%	86%	73%	83%	77%	80%	82%	75%	61%	78%	83%	83% **			
	446	483	405	434	446	460	510	493	396	4072	396	228	111	3527	1277				
	g I M	c g I I M	m	M	M	c G I I M	m	g M	m	-	g I M	M			a				
FedEx	80%	82%	70%	81%	75%	85%	71%	84%	80%	79%	79%	74%	58%	75%	85%	85% **			
	422	470	369	441	425	458	495	502	413	3994	385	224	105	3400	1307				
	c g M	C g I M	m	c g M	M	C e G I M	m	C e G I M	c g M	-	c g M	M			A c				
Hermes	80%	80%	71%	72%	72%	81%	62%	79%	75%	74%	77%	74%	61%	72%	81%	81% **			
	424	457	377	395	409	434	432	472	387	3787	373	225	112	3243	1249				
	G M	G M		g	g	c G M	G M	g m	g m	-	G M	g M			A				
Yodel	77%	68%	66%	64%	69%	76%	56%	70%	74%	68%	70%	74%	63%	66%	77%	77% **			
	410	388	349	348	391	408	390	416	385	3484	339	223	115	2975	1182				
	c d G m	g	g		g	c d G m		g	d G	-	G	G m			A				
UPS	66%	73%	59%	61%	62%	69%	58%	70%	65%	65%	64%	59%	48%	62%	71%	71% **			
	348	415	311	335	349	374	407	421	335	3294	312	177	88	2777	1091				
	m	c d e G I M		m		c g I M	c g I M	m		M	m			A					
DPD	73%	74%	66%	56%	73%	75%	56%	67%	77%	68%	70%	69%	58%	66%	75%	75% **			
	384	420	348	305	410	403	386	400	400	3456	341	210	105	2954	1153				
	D G m	D G m	d g		D G m	c D G M	d g	c D G h M	-	D G M	d g M			A					
TNT Express	62%	62%	48%	49%	55%	63%	44%	57%	53%	54%	55%	54%	35%	52%	59%	59% **			
	328	351	252	268	308	339	309	342	272	2769	265	164	64	2346	912				
	c d G M	c d G M	m	g M		C d G I M	g M	m	m	-	g M	g M			A				
Interlink	42%	45%	35%	42%	41%	56%	34%	45%	46%	42%	37%	42%	31%	40%	46%	46% **			
	220	258	183	229	230	301	238	268	235	2161	180	127	57	1812	713				
	c g m					a b C d E G h i K I M	c g m	c g m	-		m			a					
Amazon Logistics	46%	50%	45%	45%	45%	48%	41%	43%	50%	46%	41%	42%	23%	45%	44%	44% **			
	244	284	238	247	254	258	288	259	260	2331	200	126	42	2024	672				
	M	M	M	M	M	M	m	M	M	-	M	M							
UK Mail	25%	36%	29%	33%	29%	41%	30%	34%	29%	32%	32%	29%	14%	30%	33%	33% **			
	135	202	154	181	164	218	208	203	149	1615	154	88	25	1368	513				
	m	a M	m	M	m	A c e g i I M	m	M	m	-	M	M							
Collect +	28%	26%	24%	25%	31%	38%	29%	25%	27%	28%	26%	24%	25%	27%	29%	29% **			
	146	150	129	134	172	203	198	148	139	1420	126	74	46	1224	440				
TNT Post UK	25%	31%	23%	22%	24%	36%	27%	23%	22%	26%	28%	26%	14%	25%	27%	27% **			
	134	179	119	121	134	191	188	137	116	1319	134	79	26	1142	415				
	m					c d e h i M	m		-	M	M								
Citipost	18%	20%	16%	17%	15%	17%	18%	20%	14%	17%	17%	16%	15%	16%	19%	19% **			
	95	112	84	92	82	92	123	118	70	869	82	48	28	735	292				
DX	15%	15%	7%	10%	13%	14%	12%	9%	10%	12%	15%	12%	6%	12%	11%	11% **			
	81	85	39	56	74	75	82	55	51	598	74	35	11	556	163				
Any other postal services company	0%	1%	0%	1%	1%	1%	1%	1%	0%	1%	2%	1%	1%	1%	1%	1% **			
	2	4	3	5	8	3	4	6	0	33	9	3	2	34	13				
Net: Any	100%	99%	100%	99%	99%	100%	99%	100%	100%	100%	100%	98%	100%	99%	99%	100% **			
	529	565	527	542	560	537	691	598	515	5064	483	297	182	4482	1537				
None of the above	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	2%	0%	1%	0%	0% **			
	1	5	2	4	4	1	4	0	2	23	2	6	0	25	6				
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 4

Q11: The following companies all offer parcel delivery services. Which, if any, had you heard of before today? by Demographics Part 4											
		Q17: Inability to leave home without help, due to illness or disability		Q16: Annual household income					Q12: Internet usage		
Column %	Weighted counts										
Column Comparisons	Yes – I am household	No – I am not household	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Royal Mail	88% 310	96% 5486	95% 734	97% 782	95% 1182	95% 1044	95% 545		98% 1509	96% 5449	93% 335
		A						a c d			
Parcelforce	58% 203	81% 4613	77% 596	80% 645	82% 1016	82% 898	81% 466		77% 1195	81% 4591	62% 221
		A							B		
Net: Royal Mail / Parcelforce	91% 320	98% 5600	96% 748	98% 794	97% 1211	97% 1074	97% 560		99% 1533	98% 5567	95% 340
		A						a c		b	
DHL	64% 224	80% 4582	75% 582	80% 646	84% 1042	85% 931	88% 509		71% 1096	82% 4656	41% 146
		A		f	A F	A b F	A b c F			B	
FedEx	58% 203	79% 4506	76% 587	77% 627	81% 1006	85% 936	88% 505		68% 1048	80% 4569	38% 137
		A	f	f	a F	A B c F	A B c F			B	
Hermes	57% 200	75% 4296	69% 538	78% 631	79% 981	80% 883	81% 465		64% 997	77% 4397	26% 91
		A		a F	A F	A F	A F			B	
Yodel	49% 173	70% 3988	65% 507	70% 568	72% 899	73% 803	74% 423		62% 961	72% 4075	23% 84
		A		f	a F	a F	a f			B	
UPS	45% 156	65% 3716	61% 472	65% 529	66% 819	70% 771	75% 432		55% 849	66% 3770	28% 99
		A		f	F	a F	A b c F			B	
DPD	49% 173	69% 3938	63% 489	66% 535	67% 838	72% 791	76% 436		66% 1023	70% 3979	36% 130
		A				a	A b c f			B	
TNT Express	36% 128	55% 3135	48% 370	53% 426	56% 698	59% 645	61% 351		50% 772	56% 3169	25% 91
		A			a f	A f	A b f			B	
Interlink	32% 114	42% 2411	37% 291	42% 341	41% 510	46% 510	46% 263		39% 609	43% 2461	17% 62
		a				a				B	
Amazon Logistics	30% 105	45% 2594	37% 286	44% 357	44% 554	49% 535	50% 289		44% 679	46% 2628	19% 68
		A			a	A	A			B	
UK Mail	24% 85	31% 1797	27% 213	30% 247	35% 432	35% 382	38% 220		25% 388	33% 1860	5% 19
		a			a F	a F	a b F			B	
Collect +	24% 85	28% 1580	23% 177	23% 189	29% 358	33% 363	35% 203		24% 376	29% 1635	7% 26
				a b	A B F	A B c f	A B c f			B	
TNT Post UK	17% 59	26% 1500	21% 163	26% 209	28% 343	30% 330	33% 190		21% 324	27% 1531	7% 26
		a			a f	A F	A b F			B	
Citipost	15% 51	17% 976	15% 119	16% 128	16% 202	21% 236	21% 119		14% 223	18% 1012	3% 12
						a b c f				B	
DX	7% 24	12% 695	9% 73	10% 84	11% 132	14% 157	20% 116		10% 156	12% 702	4% 16
		a				a c f	A B C d F			B	
Any other postal services company	1% 5	1% 42	1% 6	1% 5	1% 15	0% 3	1% 7		1% 12	1% 41	1% 5
Net: Any	99% 348	100% 5677	99% 767	100% 808	100% 1241	100% 1098	99% 572		100% 1539	100% 5656	99% 354
										b	
None of the above	1% 3	0% 28	1% 10	0% 2	0% 6	0% 3	1% 3		0% 8	0% 23	1% 5
											a
Effective Column n											
	216	3268	475	470	817	747	380		595	3363	111
Unweighted base	368	5566	809	800	1391	1272	648		1014	5729	189
Weighted base	351	5705	776	810	1246	1101	575		1547	5679	358
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 1

		Methodology		Quarter				Gender			
Column %											
Weighted counts											
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female		
Royal Mail	85%	90%	84%	83%	86%	85%	85%	84%	86%		
	5133	1004	4129	1281	1294	1305	1253	2436	2696		
	-	B									
Hermes	15%	10%	16%	15%	16%	15%	15%	14%	16%		
	919	107	812	238	241	223	217	414	505		
	-		A								
Parcelforce	11%	10%	11%	10%	12%	12%	9%	12%	10%		
	663	109	554	161	177	186	139	362	301		
	-							B			
Net: Royal Mail / Parcelforce	85%	90%	84%	83%	86%	86%	85%	85%	86%		
	5166	1006	4160	1288	1303	1314	1261	2453	2712		
	-	B									
DHL	6%	5%	6%	6%	6%	6%	6%	7%	5%		
	360	56	304	91	90	89	90	215	145		
	-							B			
DPD	5%	5%	5%	5%	5%	4%	5%	6%	4%		
	303	53	250	82	75	66	80	175	128		
	-							B			
Yodel	5%	4%	5%	5%	4%	5%	4%	5%	4%		
	279	45	234	72	62	81	64	147	132		
	-										
Collect +	8%	6%	9%	8%	8%	8%	8%	7%	9%		
	491	62	429	124	128	128	111	202	289		
	-		A						a		
Amazon Logistics	4%	4%	4%	4%	4%	3%	3%	4%	3%		
	223	46	177	59	60	53	51	123	100		
	-							b			
FedEx	4%	2%	4%	3%	4%	4%	4%	4%	3%		
	226	23	203	50	61	61	54	122	104		
	-		a								
UPS	3%	3%	3%	3%	3%	2%	3%	3%	3%		
	176	30	146	48	45	37	46	94	82		
	-										
UK Mail	2%	1%	3%	2%	3%	2%	3%	3%	2%		
	136	9	127	25	38	30	43	76	60		
	-		A								
Interlink	1%	1%	1%	1%	1%	1%	1%	1%	0%		
	51	7	44	9	12	17	13	38	13		
	-							B			
TNT Express	1%	1%	1%	1%	1%	1%	1%	1%	1%		
	60	7	53	11	13	21	15	39	21		
	-							b			
Citipost	1%	0%	1%	0%	1%	1%	1%	1%	1%		
	37	3	34	4	11	13	9	19	18		
	-										
DX	0%	0%	1%	0%	1%	0%	0%	1%	0%		
	28	3	25	4	11	6	7	17	11		
	-										
TNT Post UK	1%	0%	1%	1%	1%	1%	0%	1%	0%		
	37	2	35	11	8	11	7	25	12		
	-		a					b			
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%		
	12	5	7	1	5	2	4	4	7		
	-	b									
Net: Any	90%	91%	89%	88%	91%	90%	90%	89%	90%		
	5429	1022	4407	1365	1368	1375	1321	2584	2844		
	-										
None of the above	10%	8%	10%	11%	9%	9%	10%	11%	9%		
	589	91	498	171	132	143	143	306	283		
	-		a					b			
Effective Column n											
	6056	1121	4935	1545	1509	1527	1475	2902	3153		
	-										
Unweighted base	6056	1121	4935	1545	1509	1527	1475	2902	3153		
Weighted base	6056	1121	4935	1545	1509	1527	1475	2902	3153		
Columns	A	A	B	A	B	C	D	A	B		

Unweighted; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 2

	Age												SEG				Working status			
Column % Weighted counts Column Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Royal Mail	78%	85%	86%	86%	87%	87%	87%	86%	83%	87%	86%	84%	82%	85%	84%					
	652	1673	1672	610	1103	493	2875	2258	1268	1607	1016	1242	2614	2498						
		A	A	A	A	A	A	-	-	f	f									
Hermes	11%	15%	17%	15%	14%	13%	15%	15%	15%	15%	16%	14%	16%	14%						
	95	305	332	104	179	75	511	408	227	284	192	216	497	420						
		a	A		-		-	-					b							
Parcelforce	5%	12%	14%	9%	8%	7%	12%	10%	13%	11%	10%	10%	14%	8%						
	45	243	267	61	102	41	386	277	186	200	125	152	415	246						
		A D F	A D F	a	-		-	-					B							
Net: Royal Mail / Parcelforce	79%	85%	87%	87%	87%	88%	87%	83%	87%	87%	84%	82%	86%	85%						
	655	1681	1687	611	1110	499	2902	2264	1280	1622	1017	1247	2633	2512						
		A	A	A	A	A	A	-	F	f										
DHL	5%	9%	5%	4%	3%	2%	6%	6%	7%	6%	7%	4%	8%	3%						
	42	174	97	30	44	14	210	150	104	106	84	66	256	103						
	f	a C D F	f		-		-	-	f		f		B							
DPD	5%	6%	5%	3%	2%	2%	5%	5%	5%	4%	7%	4%	6%	4%						
	44	128	98	19	29	10	155	148	72	83	83	65	192	108						
	d f	D F	d f		-		-	-			d f		B							
Yodel	4%	5%	5%	2%	3%	3%	4%	5%	4%	5%	6%	4%	6%	3%						
	35	108	99	17	35	18	149	130	58	91	70	60	177	102						
		d	d		-		-	-					B							
Collect +	8%	11%	8%	6%	4%	3%	9%	7%	8%	10%	9%	6%	11%	6%						
	70	213	150	41	57	16	294	197	115	179	105	92	323	166						
	F	c D F	F	f	-		-	-		F	f		B							
Amazon Logistics	3%	4%	4%	3%	3%	4%	4%	4%	3%	4%	4%	3%	4%	3%						
	26	78	74	23	44	21	120	103	48	72	53	50	121	102						
					-		-	-												
FedEx	5%	6%	3%	2%	2%	1%	4%	4%	5%	2%	5%	3%	5%	2%						
	40	114	49	14	22	8	124	102	78	46	64	38	161	65						
	c d f	C D F			-		-	-	D F		D F		B							
UPS	3%	4%	3%	1%	1%	2%	3%	3%	3%	3%	4%	2%	4%	2%						
	25	83	49	6	17	11	95	81	39	56	47	34	119	57						
	d	c D f	d		-		-	-					B							
UK Mail	3%	3%	2%	2%	2%	2%	2%	2%	3%	2%	3%	2%	3%	2%						
	23	59	32	12	21	9	70	66	37	33	40	26	83	52						
											d f		b							
Interlink	1%	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	0%	1%	0%						
	5	28	11	1	6	5	33	18	18	15	17	1	39	12						
		c d			-		-	-	F	f	F		B							
TNT Express	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%						
	7	32	14	2	7	5	36	24	21	15	16	8	42	17						
		c d			-		-	-					b							
Citipost	1%	1%	0%	0%	0%	0%	1%	1%	1%	0%	1%	0%	1%	0%						
	10	19	7	1	1	0	21	16	12	9	13	3	29	8						
	c d f	c d f			-		-	-			f		B							
DX	1%	1%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%	1%	0%						
	7	14	5	1	2	1	16	12	6	10	9	3	20	7						
					-		-	-					b							
TNT Post UK	1%	1%	0%	0%	0%	1%	0%	1%	0%	0%	1%	0%	1%	0%						
	8	19	5	1	5	4	16	21	7	9	16	5	23	14						
		c			-		-	-			c d f									
Other	0%	0%	0%	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%						
	2	4	2	4	4	0	8	4	3	5	2	2	6	6						
Net: Any	84%	90%	91%	90%	90%	90%	91%	88%	92%	90%	90%	86%	91%	89%						
	700	1784	1761	638	1149	511	3035	2394	1347	1688	1089	1305	2780	2627						
		A	A	A	A	a	-	-	F	f	f		b							
None of the above	14%	9%	9%	9%	9%	10%	9%	11%	7%	9%	9%	13%	9%	11%						
	120	173	173	65	120	55	286	303	109	177	108	195	269	314						
	B C d f				-		-	-				C d e		a						
Effective Column n																				
	832	1973	1938	706	1274	568	3339	2717	1465	1874	1204	1513	3067	2959						
Unweighted base	832	1973	1938	706	1274	568	3339	2717	1465	1874	1204	1513	3067	2959						
Weighted base	832	1973	1938	706	1274	568	3339	2717	1465	1874	1204	1513	3067	2959						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

Unweighted; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Royal Mail	86%	82%	84%	81%	83%	84%	83%	87%	85%	84%	86%	86%	87%	84%	86%	**		
	328	343	333	326	352	339	436	388	332	3177	669	645	642	3468	1661			
Hermes	15%	16%	16%	17%	13%	23%	12%	14%	12%	15%	14%	20%	11%	14%	17%	**		
	59	68	64	67	53	91	63	64	47	576	108	151	84	594	324			
Parcelforce	10%	12%	8%	9%	8%	EGHIKM	13%	13%	10%	13%	11%	11%	10%	13%	11%	**		
	40	48	30	37	32	54	68	46	49	404	89	72	98	454	209			
Net: Royal Mail / Parcelforce	87%	83%	84%	81%	83%	85%	83%	88%	86%	84%	86%	87%	88%	85%	87%	**		
	331	344	333	327	354	340	440	392	334	3195	672	648	651	3491	1671			
DHL	7%	5%	6%	4%	8%	6%	10%	6%	6%	7%	4%	6%	4%	6%	5%	**		
	25	22	24	18	35	26	55	27	24	256	31	42	31	264	95			
DPD	5%	6%	5%	4%	5%	5%	7%	4%	7%	5%	4%	5%	4%	5%	4%	**		
	18	24	20	15	21	21	38	20	26	203	35	36	29	218	85			
Yodel	4%	5%	3%	3%	4%	9%	6%	4%	5%	5%	3%	6%	3%	5%	4%	**		
	17	20	10	13	18	38	30	17	21	184	26	46	23	200	79			
Collect +	6%	4%	7%	5%	7%	14%	10%	8%	9%	8%	8%	7%	10%	8%	8%	**		
	22	18	29	20	31	57	55	34	37	303	66	50	72	343	148			
Amazon Logistics	4%	4%	3%	4%	4%	ABcDehKL	5%	4%	4%	4%	3%	5%	2%	4%	3%	**		
	15	18	10	15	17	17	25	20	16	153	21	35	14	171	52			
FedEx	4%	3%	4%	3%	4%	2%	11%	5%	2%	5%	2%	2%	2%	4%	3%	**		
	15	11	15	13	17	9	60	23	9	172	19	18	17	167	59			
UPS	3%	3%	3%	2%	3%	4%	5%	4%	2%	3%	2%	3%	1%	3%	2%	**		
	11	14	11	8	14	17	25	19	9	128	18	19	11	130	46			
UK Mail	2%	3%	2%	2%	3%	2%	3%	2%	2%	2%	3%	2%	1%	2%	2%	**		
	7	13	8	9	11	10	18	10	7	93	18	19	6	97	39			
Interlink	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%	0%	1%	1%	**		
	2	6	3	4	5	3	8	5	3	39	6	4	2	41	10			
TNT Express	1%	0%	1%	1%	2%	1%	2%	2%	1%	1%	0%	1%	0%	1%	1%	**		
	2	2	3	4	9	6	11	7	5	49	3	5	3	43	17			
Citipost	0%	0%	1%	1%	1%	1%	2%	0%	0%	1%	0%	0%	0%	1%	0%	**		
	1	2	2	4	4	3	10	2	1	29	3	3	2	33	4			
DX	1%	0%	1%	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%	**		
	4	1	2	2	3	2	5	4	1	24	1	1	2	19	9			
TNT Post UK	1%	1%	0%	0%	1%	1%	1%	1%	1%	1%	0%	0%	1%	1%	0%	**		
	2	3	1	2	5	3	7	4	3	30	2	1	4	30	7			
Other	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	**		
	1	1	1	0	0	1	1	1	0	6	3	1	2	10	2			
Net: Any	90%	88%	88%	87%	88%	89%	90%	93%	90%	89%	90%	90%	92%	89%	91%	**		
	342	364	349	350	372	359	473	415	351	3375	700	673	681	3679	1746			
None of the above	10%	11%	12%	12%	11%	10%	9%	7%	9%	10%	10%	9%	8%	10%	9%	**		
	39	47	47	49	47	41	49	31	37	387	79	65	58	412	175			
Effective Column n																		
	382	416	398	403	424	402	527	447	390	3789	780	748	739	4122	1927	7		
Unweighted base	382	416	398	403	424	402	527	447	390	3789	780	748	739	4122	1927	7		
Weighted base	382	416	398	403	424	402	527	447	390	3789	780	748	739	4122	1927	7		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Unweighted; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_1: Which, if any, of these companies have you encountered to send a packet, parcel or letter? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income				QJ2: Internet usage			
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Royal Mail	77% 285	85% 4848	82% 675	84% 684	83% 1187	87% 1119	86% 569	86% 899	85% 4973	78% 153	
		A				a			b		
Hermes	16% 60	15% 859	13% 105	17% 136	17% 236	17% 220	18% 116	10% 106	16% 910	4% 7	
			a F		a F	a F	a F		B		
Parcelforce	11% 39	11% 624	8% 63	11% 90	10% 148	12% 154	17% 115	9% 93	11% 654	4% 8	
			a			a f	A B C D F		b		
Net: Royal Mail / Parcelforce	78% 288	86% 4878	83% 680	85% 690	84% 1192	87% 1124	87% 576	86% 904	86% 5004	79% 155	
		A				a			b		
DHL	9% 32	6% 328	4% 34	5% 42	6% 80	8% 102	8% 56	4% 46	6% 352	4% 7	
	b					a b c F	A b c F				
DPD	9% 33	5% 270	3% 28	5% 43	5% 71	6% 73	7% 44	4% 44	5% 296	3% 6	
	B										
Yodel	7% 24	4% 255	4% 30	4% 33	5% 67	6% 78	5% 33	4% 38	5% 275	2% 4	
Collect +	8% 28	8% 463	5% 39	7% 55	9% 132	9% 121	11% 72	7% 72	8% 483	4% 8	
Amazon Logistics	4% 14	4% 209	3% 25	4% 33	3% 47	4% 49	3% 20	5% 49	4% 219	2% 4	
					A	A	A b f		b		
FedEx	8% 30	3% 196	3% 24	3% 25	3% 48	4% 55	7% 47	3% 27	4% 215	6% 11	
	B						A B C D F				
UPS	5% 17	3% 159	2% 18	3% 25	3% 46	2% 32	5% 30	2% 25	3% 172	2% 4	
	b										
UK Mail	3% 11	2% 125	2% 15	2% 20	2% 33	2% 28	3% 20	2% 20	2% 136	0% 0	
									b		
Interlink	1% 5	1% 46	0% 3	0% 3	1% 8	2% 22	2% 11	0% 4	1% 51	0% 0	
						a b c f	a b c f				
TNT Express	1% 3	1% 57	1% 7	0% 3	1% 15	1% 15	2% 14	1% 6	1% 58	1% 2	
							b f				
Citipost	2% 8	1% 29	1% 5	0% 3	1% 12	1% 8	1% 6	0% 3	1% 35	1% 2	
	B										
DX	1% 2	0% 26	0% 4	0% 1	1% 10	0% 1	1% 7	0% 5	0% 27	1% 1	
							d				
TNT Post UK	1% 3	1% 34	0% 2	0% 1	0% 6	1% 14	1% 8	1% 6	1% 36	1% 1	
Other	0% 0	0% 12	0% 1	0% 1	0% 4	0% 3	0% 0	0% 3	0% 12	0% 0	
Net: Any	91% 334	90% 5095	86% 710	88% 722	89% 1270	92% 1185	92% 609	89% 933	90% 5250	88% 172	
						A b c f	a b				
None of the above	8% 30	10% 559	12% 102	11% 90	10% 145	8% 97	7% 49	10% 106	10% 565	9% 18	
			D e	d							
Effective Column n	368	5688	822	816	1422	1286	661	1049	5844	195	
Unweighted base	368	5688	822	816	1422	1286	661	1049	5844	195	
Weighted base	368	5688	822	816	1422	1286	661	1049	5844	195	
Columns	A	B	A	B	C	D	E	F	A	B	

Unweighted; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter						Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Royal Mail	83%	87%	81%	84%	82%	84%	82%	83%	83%	
-	5029	2124	2905	1292	1240	1290	1207	2455	2574	
-	B									
Hermes	49%	38%	57%	52%	51%	47%	47%	44%	54%	
-	2975	920	2055	800	768	718	689	1317	1658	
-	A								A	
Parcelforce	38%	33%	40%	38%	38%	37%	37%	38%	38%	
-	2275	817	1458	593	579	559	545	1115	1160	
-	A									
Net: Royal Mail / Parcelforce	87%	90%	86%	88%	87%	88%	86%	87%	88%	
-	5288	2197	3091	1352	1317	1343	1275	2572	2716	
-	B									
Yodel	37%	27%	43%	37%	39%	37%	33%	36%	37%	
-	2220	656	1564	575	581	571	493	1068	1152	
-	A									
DHL	34%	28%	38%	35%	36%	33%	32%	37%	31%	
-	2065	681	1384	548	545	499	473	1097	968	
-	A							B		
DPD	36%	31%	40%	37%	37%	36%	35%	38%	35%	
-	2208	758	1450	568	561	555	523	1135	1073	
-	A							b		
Amazon Logistics	26%	24%	28%	29%	27%	25%	24%	27%	26%	
-	1601	592	1009	446	413	385	356	793	808	
-	a									
FedEx	22%	16%	25%	22%	22%	23%	20%	24%	20%	
-	1302	389	914	335	325	344	297	698	604	
-	A							b		
UPS	19%	14%	22%	19%	20%	19%	17%	21%	16%	
-	1133	343	789	288	306	290	249	626	506	
-	A							B		
UK Mail	12%	6%	15%	11%	14%	12%	10%	13%	10%	
-	711	157	554	171	216	183	141	394	317	
-	A				d			b		
Collect +	9%	7%	10%	7%	10%	8%	10%	7%	10%	
-	515	170	345	109	149	116	141	196	319	
-	a								A	
Interlink	8%	8%	7%	8%	8%	8%	8%	10%	6%	
-	469	200	270	117	117	124	112	288	182	
-	B									
TNT Express	8%	8%	9%	8%	8%	9%	10%	10%	7%	
-	514	195	319	122	116	135	140	303	211	
-	B									
TNT Post UK	3%	2%	4%	3%	3%	2%	4%	4%	3%	
-	200	61	139	47	52	37	63	115	85	
-	a									
Citipost	2%	2%	2%	3%	2%	2%	2%	3%	2%	
-	141	56	85	40	29	38	34	81	60	
-										
DX	2%	2%	3%	3%	3%	2%	2%	3%	2%	
-	149	38	111	39	40	34	37	89	60	
-	a							b		
Other	1%	1%	0%	0%	1%	1%	1%	0%	1%	
-	35	18	18	5	9	10	12	14	21	
-										
Net: Any	95%	95%	95%	95%	95%	96%	94%	95%	95%	
-	5748	2327	3422	1473	1430	1462	1383	2810	2938	
-										
None of the above	5%	5%	4%	4%	5%	4%	6%	5%	4%	
-	277	118	159	66	71	57	83	146	130	
-										
Effective Column n										
-	3484	645	2838	892	870	878	844	1673	1811	
-										
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 2

Age														SEG														Working status			
Column %	Weighted counts																														
Column Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working				
Royal Mail	78%	80%	85%	89%	88%	87%	83%	83%	81%	84%	82%	85%	81%	85%	261	2656	2374	1106	1549	1068	1306	2532	85%	81%	85%	2479					
	661	1547	1645	570	1176	605	2656	2374	1106	1549	1068	1306	2532	85%	81%	85%	2479														
Hermes	47%	51%	50%	44%	46%	48%	52%	46%	53%	51%	49%	45%	50%	49%	400	996	969	714	939	633	689	1548	48%	50%	49%	1417					
	400	996	969	281	610	329	1653	1322	714	939	633	689	1548	48%	50%	49%	1417														
Parcelforce	25%	39%	45%	35%	33%	31%	40%	35%	44%	37%	37%	33%	38%	37%	213	753	865	226	444	516	1198	37%	38%	37%	1070						
	213	753	865	226	444	217	1275	1000	597	678	484	516	1198	37%	38%	37%	1070														
Net: Royal Mail / Parcelforce	81%	85%	90%	91%	91%	90%	87%	87%	86%	88%	86%	88%	86%	89%	690	1640	1750	582	1207	625	2807	2480	1173	1634	1127	1354	2681	2589			
	690	1640	1750	582	1207	625	2807	2480	1173	1634	1127	1354	2681	2589																	
Yodel	28%	38%	41%	32%	33%	33%	38%	35%	35%	40%	38%	33%	38%	35%	239	744	803	206	434	227	1223	997	482	741	490	507	1200	1015			
	239	744	803	206	434	227	1223	997	482	741	490	507	1200	1015																	
DHL	27%	38%	37%	32%	28%	24%	37%	31%	39%	36%	35%	28%	37%	31%	228	744	723	202	370	168	1189	876	524	664	452	425	1165	893			
	228	744	723	202	370	168	1189	876	524	664	452	425	1165	893																	
DPD	35%	42%	40%	29%	24%	21%	38%	35%	39%	38%	37%	32%	40%	32%	295	817	769	184	326	142	1223	985	527	696	484	501	1256	941			
	295	817	769	184	326	142	1223	985	527	696	484	501	1256	941																	
Amazon Logistics	23%	30%	28%	19%	21%	22%	28%	25%	28%	28%	26%	24%	27%	26%	195	589	538	123	279	156	897	704	380	517	338	366	831	764			
	195	589	538	123	279	156	897	704	380	517	338	366	831	764																	
FedEx	23%	24%	22%	17%	16%	15%	23%	20%	26%	21%	23%	17%	23%	20%	196	458	430	111	217	106	744	558	360	385	295	263	714	581			
	196	458	430	111	217	106	744	558	360	385	295	263	714	581																	
UPS	17%	22%	20%	16%	13%	11%	20%	17%	23%	18%	19%	15%	21%	17%	146	420	388	104	179	75	653	480	311	341	242	237	645	486			
	146	420	388	104	179	75	653	480	311	341	242	237	645	486																	
UK Mail	11%	12%	13%	10%	10%	9%	13%	11%	13%	12%	12%	9%	12%	11%	91	239	252	65	129	64	404	307	178	226	161	146	376	333			
	91	239	252	65	129	64	404	307	178	226	161	146	376	333																	
Collect +	11%	12%	7%	3%	3%	4%	10%	7%	9%	11%	7%	6%	11%	5%	94	237	140	17	44	27	326	189	129	197	96	93	357	154			
	94	237	140	17	44	27	326	189	129	197	96	93	357	154																	
Interlink	5%	10%	9%	6%	5%	3%	9%	7%	10%	8%	8%	5%	10%	5%	45	194	167	39	63	24	284	185	137	147	106	79	313	155			
	45	194	167	39	63	24	284	185	137	147	106	79	313	155																	
TNT Express	4%	10%	11%	6%	5%	4%	9%	8%	10%	9%	9%	6%	10%	7%	34	198	214	39	69	30	297	217	137	160	123	94	313	200			
	34	198	214	39	69	30	297	217	137	160	123	94	313	200																	
TNT Post UK	3%	4%	4%	2%	2%	1%	4%	3%	4%	3%	4%	2%	4%	3%	25	81	70	15	24	9	112	88	49	63	52	35	122	78			
	25	81	70	15	24	9	112	88	49	63	52	35	122	78																	
Citipost	1%	3%	3%	1%	1%	1%	3%	2%	3%	3%	2%	1%	3%	1%	6	56	62	9	17	8	91	50	42	49	31	19	101	39			
	6	56	62	9	17	8	91	50	42	49	31	19	101	39																	
DX	2%	4%	2%	1%	1%	1%	3%	2%	3%	3%	2%	2%	3%	2%	19	80	32	9	18	8	88	60	35	53	32	29	100	48			
	19	80	32	9	18	8	88	60	35	53	32	29	100	48																	
Other	0%	0%	0%	1%	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	3	9	9	6	14	8	25	10	11	14	4	7	11	24			
	3	9	9	6	14	8	25	10	11	14	4	7	11	24																	
Net: Any	92%	94%	97%	96%	95%	95%	95%	95%	94%	96%	95%	94%	95%	95%	783	1825	1872	612	1269	656	3054	2694	1277	1778	1236	1457	2959	2766			
	783	1825	1872	612	1269	656	3054	2694	1277	1778	1236	1457	2959	2766																	
None of the above	6%	5%	3%	4%	4%	5%	4%	5%	6%	3%	5%	5%	5%	4%	55	100	62	27	60	33	140	136	76	65	61	76	152	122			
	55	100	62	27	60	33	140	136	76	65	61	76	152	122																	
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685																	
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685																	
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870																	
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902																	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B																	

Weight: Demographic, Geographic & Evaluative Weight; **Base**: Those who had heard of a company that offers parcel delivery services before they were interviewed
; Column comparison symbols: a, b, c, d, e, f... ($p = 95\%$) A, B, C, D, E, F... ($p = 99.9\%$).

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 3

Column % Weighted counts Column Comparisons	UK nation													Rurality				
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Royal Mail	84%	86%	83%	78%	83%	79%	81%	87%	83%	83%	86%	85%	85%	83%	85%	**		
	445	490	439	424	469	424	565	517	427	4200	417	257	154	3720	1306			
Hermes	47%	49%	48%	44%	43%	60%	43%	55%	56%	49%	51%	50%	43%	47%	56%	**		
	248	279	255	238	242	320	297	327	290	2496	249	152	78	2102	871			
Parcelforce	38%	41%	34%	38%	33%	32%	38%	38%	41%	37%	42%	36%	45%	37%	39%	**		
	199	231	180	209	185	173	261	229	212	1880	203	110	82	1671	604			
Net: Royal Mail / Parcelforce	89%	88%	88%	83%	87%	84%	85%	90%	87%	87%	90%	89%	90%	87%	89%	**		
	474	501	463	453	492	453	594	537	451	4419	437	269	164	3912	1373			
Yodel	39%	34%	35%	29%	34%	45%	30%	34%	42%	36%	42%	43%	40%	35%	43%	**		
	209	196	186	160	194	241	207	205	216	1814	204	130	73	1560	658			
DHL	35%	33%	36%	34%	34%	34%	33%	35%	33%	34%	36%	34%	29%	33%	36%	**		
	185	191	190	185	191	183	228	211	172	1736	173	104	52	1509	554			
DPD	31%	31%	36%	30%	42%	40%	38%	33%	41%	36%	41%	41%	36%	35%	40%	**		
	164	178	193	162	236	217	262	195	212	1819	200	124	65	1592	612			
Amazon Logistics	27%	28%	27%	25%	29%	26%	28%	28%	28%	27%	22%	25%	14%	27%	26%	**		
	142	159	141	137	164	141	193	167	147	1391	108	77	25	1198	401			
FedEx	m	m	m		m	m	m	m	m	-	m	M						
	18%	20%	18%	22%	19%	27%	25%	25%	21%	22%	20%	21%	16%	22%	21%	**		
	94	113	97	122	109	147	171	151	108	1114	95	65	29	977	325			
UPS	16%	21%	18%	16%	17%	19%	21%	22%	20%	19%	17%	18%	15%	19%	18%	**		
	85	122	94	86	99	102	145	134	102	969	80	56	28	853	279			
UK Mail	11%	12%	15%	10%	8%	13%	14%	15%	9%	12%	12%	10%	5%	12%	12%	**		
	58	71	80	54	45	71	97	92	44	612	58	32	9	527	184			
Collect +	6%	4%	11%	6%	8%	14%	11%	7%	8%	9%	8%	7%	10%	9%	8%	**		
	33	25	59	33	47	74	79	45	41	436	40	21	18	399	116			
Interlink	5%	4%	8%	7%	8%	10%	9%	10%	10%	8%	7%	6%	9%	8%	7%	**		
	28	25	40	41	43	52	65	57	50	400	34	19	16	357	112			
TNT Express	8%	11%	9%	10%	7%	8%	8%	10%	6%	9%	7%	9%	6%	8%	9%	**		
	45	64	46	56	39	45	57	61	30	442	33	28	12	382	132			
TNT Post UK	2%	3%	2%	2%	3%	4%	7%	4%	2%	3%	4%	3%	2%	3%	3%	**		
	13	15	11	11	16	23	48	23	11	171	18	9	3	155	44			
Citipost	1%	2%	3%	2%	2%	3%	4%	2%	2%	2%	3%	1%	2%	3%	2%	**		
	5	10	16	10	13	15	28	13	9	118	14	4	4	116	25			
DX	5%	3%	1%	1%	1%	3%	3%	2%	3%	2%	3%	2%	1%	2%	3%	**		
	25	14	6	7	8	16	20	15	15	126	14	7	2	109	40			
Other	0%	1%	0%	1%	1%	0%	1%	0%	0%	0%	2%	1%	1%	1%	1%	**		
	2	4	1	4	7	2	4	1	0	24	8	2	2	25	10			
Net: Any	95%	94%	94%	90%	96%	94%	96%	98%	96%	95%	97%	95%	96%	95%	95%	**		
	503	538	495	494	540	505	666	584	494	4820	468	287	174	4274	1469			
None of the above	5%	5%	6%	9%	4%	6%	4%	2%	4%	5%	3%	3%	4%	5%	4%	**		
	26	27	32	48	20	32	25	14	21	244	15	9	8	208	69			
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q12_2: Which, if any, of these companies have you encountered because they delivered a packet, parcel or letter to you? by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
Q16: Annual household income											
Q12: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Royal Mail	70%	84%	82%	83%	82%	82%	81%	86%	83%	83%	
	244	4785	636	669	1018	902	466	1338	4725	296	
	A								B		
Hermes	43%	50%	45%	51%	53%	55%	60%	39%	52%	10%	
	150	2825	347	411	660	606	343	608	2934	37	
			F						B		
Parcelforce	30%	38%	29%	34%	39%	43%	50%	34%	39%	16%	
	106	2169	224	277	486	478	286	525	2217	57	
	a		A						B		
Net: Royal Mail / Parcelforce	75%	88%	85%	87%	86%	87%	88%	90%	88%	84%	
	264	5024	658	707	1074	955	505	1389	4979	301	
	A										
Yodel	31%	37%	34%	35%	39%	41%	47%	30%	39%	7%	
	107	2113	260	284	492	448	270	465	2194	24	
			a F						B		
DHL	31%	34%	26%	32%	37%	40%	52%	27%	36%	10%	
	110	1955	203	258	455	437	299	412	2029	35	
			A F						B		
DPD	24%	37%	28%	34%	38%	42%	54%	31%	38%	8%	
	85	2123	214	278	468	459	313	476	2176	30	
	A		a						B		
Amazon Logistics	21%	27%	20%	26%	27%	28%	35%	25%	28%	6%	
	73	1527	158	207	339	312	200	385	1580	21	
			a						B		
FedEx	19%	22%	17%	17%	24%	25%	40%	16%	23%	7%	
	67	1235	129	137	296	271	229	241	1279	23	
			a b F						B		
UPS	15%	19%	15%	14%	20%	23%	33%	14%	20%	4%	
	53	1080	119	115	244	252	188	215	1118	14	
			b f						B		
UK Mail	9%	12%	8%	9%	14%	14%	18%	9%	13%	0%	
	32	679	65	71	178	155	103	139	711	0	
			a b f						B		
Collect +	7%	9%	5%	6%	8%	11%	15%	8%	9%	1%	
	24	491	42	47	101	122	87	117	511	2	
			A b						B		
Interlink	5%	8%	4%	6%	7%	10%	15%	7%	8%	0%	
	18	452	30	52	90	107	85	105	469	0	
			a						B		
TNT Express	9%	8%	5%	8%	9%	10%	15%	7%	9%	1%	
	30	484	36	62	109	108	84	115	510	4	
			a						B		
TNT Post UK	4%	3%	2%	4%	3%	3%	8%	2%	4%	0%	
	14	186	14	30	38	37	45	36	200	0	
									b		
Citipost	3%	2%	1%	2%	2%	3%	3%	2%	2%	0%	
	11	130	9	17	22	38	16	38	139	1	
									b		
DX	2%	2%	1%	1%	3%	4%	4%	2%	3%	0%	
	6	142	11	9	37	40	24	27	148	1	
			b						b		
Other	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	
	1	34	5	2	12	2	3	11	30	5	
			A b						A B C f		
Interlink	5%	8%	4%	6%	7%	10%	15%	7%	8%	0%	
	18	452	30	52	90	107	85	105	469	0	
			a						B		
TNT Express	9%	8%	5%	8%	9%	10%	15%	7%	9%	1%	
	30	484	36	62	109	108	84	115	510	4	
			a						B		
TNT Post UK	4%	3%	2%	4%	3%	3%	8%	2%	4%	0%	
	14	186	14	30	38	37	45	36	200	0	
									b		
Citipost	3%	2%	1%	2%	2%	3%	3%	2%	2%	0%	
	11	130	9	17	22	38	16	38	139	1	
									b		
DX	2%	2%	1%	1%	3%	4%	4%	2%	3%	0%	
	6	142	11	9	37	40	24	27	148	1	
			b						b		
Other	0%	1%	1%	0%	1%	0%	0%	1%	1%	1%	
	1	34	5	2	12	2	3	11	30	5	
			A b						A B C f		
Net: Any	89%	95%	93%	95%	95%	96%	95%	95%	96%	87%	
	314	5435	724	767	1183	1055	547	1473	5424	312	
	A								B		
None of the above	10%	4%	6%	5%	5%	4%	4%	4%	4%	12%	
	34	242	43	41	58	44	25	66	232	42	
	B								A		
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had heard of a company that offers parcel delivery services before they were interviewed ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 1

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPJ	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	5% **		8% **	**		4% **		7%	3%
-	8		8			2		6	2
-	-								
Damaged mail	5% **		7% **	**		8% **		4%	5%
-	7		7			3		4	3
-	-								
Delayed mail	7% **		10% **	**		7% **		7%	6%
-	10		10			3		6	4
-	-		a						
Mis-delivered mail	4% **		6% **	**		5% **		4%	3%
-	6		6			2		4	2
-	-								
Mail that has been tampered with	5% **		8% **	**		5% **		6%	4%
-	8		8			2		6	3
-	-								
Other problems	3% **		3% **	**		5% **		5%	1%
-	5		3			2		5	1
-	-								
No - there have been no problems	84% **		78% **	**		85% **		82%	87%
-	131		78			38		73	58
-	-								
NET: Yes	16% **		22% **	**		15% **		18%	13%
-	25		22			7		16	9
-	-		a						
Effective Column n									
-	99	14	85	23	23	30	23	59	41
-	-								
Unweighted base	166	24	142	39	39	50	38	98	68
Weighted base	156	56	100	40	34	44	38	88	68
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 2

Age													SEG			Working status		
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Lost mail	**	9%	0%	**	**	**		2%	10%	1%	4%	**	**	5%	5%			
		6	0					2	6	0	2			6	2			
							-	-										
Damaged mail	**	8%	0%	**	**	**		3%	7%	5%	2%	**	**	6%	1%			
		5	0					3	4	2	1			7	0			
							-	-										
Delayed mail	**	11%	0%	**	**	**		7%	5%	12%	4%	**	**	8%	4%			
		7	0					7	3	5	2			9	2			
							-	-										
Mis-delivered mail	**	8%	0%	**	**	**		2%	7%	3%	0%	**	**	5%	1%			
		5	0					2	4	1	0			5	0			
							-	-										
Mail that has been tampered with	**	8%	0%	**	**	**		4%	7%	8%	1%	**	**	7%	2%			
		5	0					4	4	4	0			8	1			
							-	-										
Other problems	**	2%	4%	**	**	**		3%	4%	1%	5%	**	**	5%	0%			
		1	3					3	2	0	3			5	0			
							-	-										
No - there have been no problems	**	79%	95%	**	**	**		85%	82%	84%	86%	**	**	81%	91%			
		51	61					83	48	39	44			92	38			
		a	A				-	-										
NET: Yes	**	21%	5%	**	**	**		15%	18%	16%	14%	**	**	19%	9%			
		14	3					15	10	7	7			21	4			
							-	-										
Effective Column n		8	43	35	8	14	6	63	36	31	32	24	12	68	31			
Unweighted base		13	72	58	13	23	10	106	60	52	54	40	20	114	51			
Weighted base		10	65	64	9	17	8	98	58	46	52	38	20	113	42			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	**	**	**	**	**	**	**	**	**	5% **	**	**	**		6% **	**	
										7					8		
										-							
Damaged mail	**	**	**	**	**	**	**	**	**	4% **	**	**	**		5% **	**	
										6					6		
										-							
Delayed mail	**	**	**	**	**	**	**	**	**	8% **	**	**	**		7% **	**	
										10					10		
										-							
Mis-delivered mail	**	**	**	**	**	**	**	**	**	4% **	**	**	**		4% **	**	
										5					5		
										-							
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	6% **	**	**	**		6% **	**	
										8					8		
										-							
Other problems	**	**	**	**	**	**	**	**	**	4% **	**	**	**		4% **	**	
										5					5		
										-							
No - there have been no problems	**	**	**	**	**	**	**	**	**	83% **	**	**	**		82% **	**	
										110					107		
										-							
NET: Yes	**	**	**	**	**	**	**	**	**	17% **	**	**	**		18% **	**	
										22					23		
										-							
Effective Column n																	
	4	5	7	6	10	6	14	5	4	62	16	7	15	74	26	0	
Unweighted base	6	8	12	10	17	10	24	9	7	103	26	12	25	123	43	0	
Weighted base	5	11	17	14	15	16	32	13	9	132	14	5	5	130	26	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Citipost by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income							Q12: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Lost mail	**		4% **	**	**	**	**	**	5%	**
			5						7	
Damaged mail	**		2% **	**	**	**	**	**	4%	**
			3						7	
Delayed mail	**		5% **	**	**	**	**	**	7%	**
			7						10	
Mis-delivered mail	**		2% **	**	**	**	**	**	4%	**
			2						6	
Mail that has been tampered with	**		3% **	**	**	**	**	**	5%	**
			4						8	
Other problems	**		3% **	**	**	**	**	**	3%	**
			4						5	
No - there have been no problems	**		89% **	**	**	**	**	**	84%	**
			125						129	
NET: Yes	**	A	11% **	**	**	**	**	**	16%	**
			15						24	
Effective Column n										
	12	87	9	10	26	27	14	14	97	2
Unweighted base	20	146	15	16	43	45	24	23	162	3
Weighted base	15	141	12	18	30	40	18	39	153	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Citipost to send or receive items ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	2%	2%	2%	2%	2%	2%	1%	3%	2%
-	17	4	13	4	4	4	2	6	7
-									2%
Damaged mail	2%	0%	3%	1%	3%	2%	2%	3%	1%
-	15	0	15	1	6	4	4	10	5
-			a						
Delayed mail	3%	0%	4%	2%	3%	2%	3%	3%	2%
-	20	0	20	4	6	4	6	10	10
-			a						
Mis-delivered mail	2%	0%	3%	1%	2%	2%	3%	2%	1%
-	14	0	14	2	3	4	5	8	6
-			a						
Mail that has been tampered with	1%	0%	2%	2%	1%	2%	1%	2%	1%
-	11	0	11	3	2	3	3	8	3
-									
Other problems	1%	0%	2%	1%	1%	2%	3%	2%	1%
-	11	0	11	2	1	3	5	7	4
-									
No - there have been no problems	93%	98%	90%	95%	93%	94%	88%	92%	93%
-	698	229	469	181	187	162	167	291	407
-			b						
NET: Yes	7%	2%	10%	5%	7%	6%	12%	8%	7%
-	56	4	52	10	14	10	22	26	30
-			a						
Effective Column n									
-	495	61	434	117	135	118	124	191	304
-									
Unweighted base	822	101	721	195	225	196	206	317	505
Weighted base	754	233	521	191	200	173	189	317	436
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Collect+ to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	2% 2	2% 8	2% 5	2% **		2% ** 2		2% 10	2% 7	0% 1	3% 9	3% 5	1% 2	3% 14	1% 3										
Damaged mail	5% 6	2% 6	0% 0	2% **		3% ** 2		2% 8	3% 8	2% 4	1% 4	4% 7	1% 1	2% 10	2% 5										
Delayed mail	6% 8	3% 10	1% 2	2% **		0% **		2% 9	4% 12	2% 3	2% 5	5% 8	2% 3	3% 16	2% 4										
Mis-delivered mail	0% 1	3% 11	1% 3	2% **		0% ** 0		2% 9	2% 5	4% 6	1% 2	1% 2	2% 3	2% 12	1% 2										
Mail that has been tampered with	2% 2	2% 8	0% 1	2% **		0% ** 0		1% 3	3% 8	2% 3	0% 0	5% 7	0% 1	2% 11	0% 1										
Other problems	2% 2	2% 6	1% 1	2% **		1% ** 1		1% 7	1% 4	3% 5	1% 2	2% 3	1% 1	1% 6	2% 4										
No - there have been no problems	88% 114	92% 312	95% 203	2% **		93% ** 69		93% 422	93% 276	91% 165	94% 257	90% 137	95% 139	92% 478	94% 216										
NET: Yes	12% 15	8% 25	5% 10	2% **		7% ** 5		7% 33	7% 22	9% 16	6% 18	10% 14	5% 8	8% 41	6% 15										
Effective Column n	79	225	146	28	44	16	296	199	117	178	102	97	327	166											
Unweighted base	132	374	243	47	73	26	491	331	195	296	170	161	544	275											
Weighted base	129	337	213	38	73	35	455	298	181	274	152	147	519	231											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 3

UK nation										Rurality								
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	**	**		0% **		4%		0%	2% **		2%	1%	2%	1%	3%	1%	**	
				0		3		0	3		1	16	0	1	0	15	2	
										-								
Damaged mail	**	**		2% **		5%		1%	5% **		4%	2%	0%	1%	1%	2%	1%	**
				1		4		1	5		2	15	0	0	0	13	2	
										-								
Delayed mail	**	**		2% **		4%		1%	4% **		0%	3%	2%	1%	1%	3%	2%	**
				1		3		1	5		0	19	1	0	0	17	3	
										-								
Mis-delivered mail	**	**		0% **		7%		0%	5% **		0%	2%	1%	1%	1%	2%	1%	**
				0		5		0	5		0	13	0	0	0	12	2	
										-								
Mail that has been tampered with	**	**		0% **		4%		0%	3% **		2%	1%	2%	1%	0%	2%	1%	**
				0		3		0	4		1	10	1	0	0	10	2	
										-								
Other problems	**	**		0% **		2%		1%	2% **		2%	1%	2%	0%	2%	2%	1%	**
				0		2		1	2		1	9	1	0	0	9	2	
										-								
No - there have been no problems	**	**		97% **		87%		97%	89% **		93%	92%	94%	96%	96%	92%	94%	**
				75		58		110	102		59	592	54	29	23	527	171	
										-								
NET: Yes	**	**		3% **		13%		3%	11% **		7%	8%	6%	4%	4%	8%	6%	**
				2		9		3	13		4	50	4	1	1	44	11	
										-								
Effective Column n																		
	27	20		37	24	37		43	55	29	32	305	66	54	69	346	149	0
Unweighted base	45	34		61	40	62		72	92	48	53	507	110	90	115	575	247	0
Weighted base	54	41		77	43	67		113	115	69	63	642	58	30	24	571	182	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Collect + by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income					Q12: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	**		2%	6%	1%	4%	1%	2%	0%	2%	**
			13	4	1	6	3	3	0	12	
Damaged mail	**		2%	2%	1%	3%	2%	4%	1%	1%	**
			12	1	1	4	4	4	1	11	
Delayed mail	**		2%	0%	3%	4%	3%	3%	1%	2%	**
			15	0	2	6	6	4	3	17	
Mis-delivered mail	**		1%	0%	4%	1%	2%	5%	0%	2%	**
			8	0	3	2	3	6	0	12	
Mail that has been tampered with	**		1%	0%	0%	1%	3%	3%	0%	1%	**
			7	0	0	2	6	4	0	10	
Other problems	**		1%	0%	1%	1%	2%	4%	1%	1%	**
			7	0	1	1	4	4	1	10	
No - there have been no problems	**		94%	92%	93%	93%	90%	91%	97%	94%	**
			675	57	65	141	159	106	169	696	
		A								B	
NET: Yes	**		6%	8%	7%	7%	10%	9%	3%	6%	**
			40	5	5	11	18	11	5	48	
Effective Column n											
	26	469	42	56	119	126	80	72	489	5	
Unweighted base	43	779	70	93	197	210	133	119	813	8	
Weighted base	38	715	62	71	153	177	117	175	744	9	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Collect+ to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter			Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	1%	0%	2%	1%	1%	1%	1%	1%	1%
-	25	2	23	8	5	6	5	14	11
-			a						
Damaged mail	2%	0%	3%	2%	1%	2%	2%	2%	1%
-	38	0	38	13	8	8	8	26	12
-			A						
Delayed mail	3%	2%	3%	2%	3%	3%	2%	3%	2%
-	59	13	46	14	16	17	12	34	25
-									
Mis-delivered mail	2%	0%	2%	2%	1%	2%	2%	2%	1%
-	36	0	36	10	8	11	8	21	15
-			A						
Mail that has been tampered with	1%	0%	2%	1%	1%	1%	1%	1%	1%
-	27	0	27	8	5	8	5	17	10
-			a						
Other problems	1%	0%	2%	1%	1%	2%	1%	1%	1%
-	29	3	26	7	5	11	7	17	12
-			a						
No - there have been no problems	94%	97%	92%	94%	94%	94%	94%	94%	95%
-	2069	706	1363	543	549	498	479	1101	968
-			B						
NET: Yes	6%	3%	8%	6%	6%	6%	6%	6%	5%
-	129	19	111	33	33	31	32	73	56
-			A						
Effective Column n									
-	1381	178	1203	351	351	345	333	719	662
-									
Unweighted base	2323	299	2024	591	590	581	561	1210	1113
Weighted base	2198	725	1474	576	582	530	511	1174	1024
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used DHL to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 2

Age													SEG				Working status		
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Lost mail	2%	2%	0%	0%	0%	0%	0%	1%	2%	1%	1%	3%	1%	2%	0%				
	4	19	2	0	0	0	0	9	16	4	6	13	2	22	3				
	c												b						
Damaged mail	3%	3%	1%	0%	0%	1%	1%	1%	2%	2%	1%	4%	1%	2%	1%				
	7	21	8	0	2	2	2	15	22	9	7	19	3	31	7				
													b						
Delayed mail	6%	4%	2%	1%	1%	0%	3%	3%	3%	3%	2%	3%	3%	3%	2%				
	14	30	12	2	3	1	34	24	19	15	12	12	12	44	15				
													b						
Mis-delivered mail	4%	3%	1%	0%	0%	0%	1%	3%	1%	1%	3%	2%	2%	1%	1%				
	9	22	4	1	1	0	12	24	7	5	15	9	9	26	10				
	c																		
Mail that has been tampered with	2%	2%	0%	1%	0%	0%	1%	2%	1%	0%	3%	1%	2%	1%	1%				
	4	19	2	1	1	0	8	19	5	2	15	4	4	22	5				
	c												b						
Other problems	2%	2%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	2%	1%				
	4	13	8	1	4	2	18	11	9	10	4	7	7	22	7				
No - there have been no problems	90%	92%	96%	97%	97%	97%	94%	94%	93%	95%	93%	96%	92%	96%	96%				
	213	738	744	206	375	168	1192	877	519	673	442	435	1168	894	894				
	a b												a						
NET: Yes	10%	8%	4%	3%	3%	3%	6%	6%	7%	5%	7%	4%	8%	4%	4%				
	25	65	29	6	11	5	76	54	40	36	34	19	95	34	34				
	c d f												b						
Effective Column n																			
	136	492	499	155	254	99	829	552	395	434	276	276	763	615	615				
Unweighted base	228	828	840	260	427	167	1394	929	664	730	465	464	1283	1034	1034				
Weighted base	238	803	772	212	385	173	1268	931	559	709	476	454	1263	928	928				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used DHL to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	0%	1%	0%	2%	2%	0%	2%	0%	2%	1%	1%	0%	1%	1%	1%	1%		
	0	3	1	4	4	1	6	1	3	22	2	1	0	22	3			
Damaged mail	2%	1%	1%	2%	2%	1%	3%	2%	1%	2%	2%	0%	1%	2%	2%	1%		
	4	3	3	3	4	2	9	5	1	33	4	0	0	33	5			
Delayed mail	2%	1%	6%	2%	4%	0%	4%	4%	0%	3%	3%	4%	2%	3%	3%	2%		
	3	1	13	4	7	1	11	8	1	48	5	4	1	47	12			
Mis-delivered mail	1%	1%	1%	2%	4%	1%	3%	1%	1%	2%	1%	0%	2%	2%	2%	1%		
	2	2	2	4	9	2	8	3	1	32	3	0	1	28	8			
Mail that has been tampered with	0%	1%	1%	1%	2%	0%	6%	1%	0%	1%	0%	0%	1%	1%	1%	1%		
	0	2	2	2	4	0	15	2	0	26	0	0	0	24	3			
Other problems	1%	3%	1%	2%	1%	0%	2%	3%	1%	1%	0%	1%	2%	2%	2%	1%		
	2	5	1	3	3	1	5	6	1	26	0	1	1	24	5			
No - there have been no problems	95%	96%	92%	94%	94%	97%	90%	93%	96%	94%	95%	95%	93%	93%	96%	96%		
	187	196	189	183	192	186	235	206	175	1748	168	103	50	1514	554			
NET: Yes	5%	4%	8%	6%	6%	3%	10%	7%	4%	6%	5%	5%	7%	7%	7%	4%		
	10	8	16	11	12	6	26	16	7	111	9	6	4	105	24			
Effective Column n	93	87	95	86	97	87	123	102	82	852	187	175	167	908	472	1		
Unweighted base	156	146	160	145	164	146	207	171	138	1433	314	295	281	1528	794	1		
Weighted base	197	204	205	194	204	192	261	221	182	1859	177	109	54	1619	578	1		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DHL to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DHL by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage											
Column %																				
Weighted counts																				
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Lost mail		9%		1%		0%		0%		1%		2%		1%		1%		1%		**
		11		14		0		1		6		9		4		4		22		
	B																			
Damaged mail		11%		1%		2%		2%		1%		3%		3%		1%		2%		**
		13		24		3		5		4		13		9		3		33		
	B																			
Delayed mail		13%		2%		2%		1%		2%		5%		3%		2%		3%		**
		16		43		5		3		10		23		9		10		58		
	B																			
Mis-delivered mail		11%		1%		2%		1%		1%		3%		3%		1%		2%		**
		14		22		4		3		6		12		8		3		34		
	B																			
Mail that has been tampered with		12%		1%		1%		0%		1%		2%		2%		0%		1%		**
		14		13		2		1		6		9		7		1		25		
	B																			
Other problems		6%		1%		2%		0%		1%		2%		1%		1%		1%		**
		7		22		4		1		5		12		4		4		28		
	B																			
No - there have been no problems		76%		95%		94%		97%		95%		91%		92%		97%		94%		**
		94		1975		204		265		453		438		291		418		2031		
	A																		b	
NET: Yes		24%		5%		6%		3%		5%		9%		8%		3%		6%		**
		30		99		13		9		26		44		24		15		121		
	B																			
Effective Column n																				
		78		1303		149		172		329		333		216		182		1364		16
Unweighted base		131		2192		250		289		553		561		364		306		2295		27
Weighted base		125		2074		216		273		479		482		315		433		2152		45
Columns	A	B	A	B	C	D	E	F	A	B										

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DHL to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 1

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	2%	1%	2%	3%	2%	2%	1%	2%	2%
-	27	4	23	11	6	8	2	17	10
-									
Damaged mail	2%	0%	2%	1%	2%	2%	2%	2%	1%
-	24	0	24	4	8	6	6	15	9
-			a						
Delayed mail	2%	0%	3%	3%	2%	2%	2%	3%	2%
-	32	0	32	9	7	9	7	22	10
-			a						
Mis-delivered mail	2%	0%	3%	2%	1%	2%	1%	2%	1%
-	25	0	25	9	5	7	5	16	9
-			a						
Mail that has been tampered with	1%	0%	1%	1%	0%	1%	1%	1%	1%
-	10	0	10	2	1	5	2	7	4
-									
Other problems	1%	0%	2%	1%	1%	2%	1%	2%	1%
-	18	0	18	3	5	9	2	13	6
-			a						
No - there have been no problems	94%	99%	93%	93%	94%	95%	95%	94%	95%
-	1313	397	916	332	323	352	306	700	613
-		B							
NET: Yes	6%	1%	7%	7%	6%	5%	5%	6%	5%
-	78	4	73	23	22	17	15	46	32
-			A						
Effective Column n									
-	910	97	813	223	229	245	213	465	444
-									
Unweighted base	1507	161	1346	369	380	406	352	771	736
Weighted base	1391	402	989	355	345	369	322	746	645
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used FedEx to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG						Working status		
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Lost mail	5%	3%	0%	0%	0%	0%	0%	1%	3%	1%	1%	4%	1%	3%	1%
	10	17	0	0	0	0	0	9	18	5	5	14	4	23	4
	C	c			-		-	-					b		
Damaged mail	2%	3%	0%	0%	0%	0%	0%	1%	3%	1%	0%	4%	2%	3%	0%
	5	17	1	0	0	0	0	5	18	3	2	14	5	21	3
		c			-		-	-			d		b		
Delayed mail	5%	4%	0%	1%	1%	1%	1%	2%	3%	2%	2%	5%	1%	3%	2%
	11	18	1	2	3	1	1	14	19	7	7	16	3	23	9
	C	c			-		-	-							
Mis-delivered mail	3%	3%	1%	0%	0%	0%	0%	1%	3%	1%	1%	4%	1%	2%	1%
	6	16	3	0	0	0	0	7	18	4	4	14	4	19	6
					-		-	-							
Mail that has been tampered with	0%	2%	0%	0%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	0%
	1	9	1	0	0	0	0	4	6	2	3	5	2	8	2
					-		-	-							
Other problems	1%	3%	0%	0%	0%	0%	0%	1%	2%	1%	1%	2%	2%	2%	1%
	3	13	2	0	0	0	0	7	11	2	5	6	6	14	4
					-		-	-							
No - there have been no problems	88%	91%	98%	99%	99%	99%	96%	92%	96%	97%	89%	94%	92%	97%	
	189	456	440	120	227	108	767	546	372	395	286	259	716	590	
			A B	a b	-	a b	-	-	e	e				a	
NET: Yes	12%	9%	2%	1%	1%	1%	4%	8%	4%	3%	11%	6%	8%	3%	
	26	42	7	2	3	1	28	50	15	13	34	15	60	18	
	C d f	C d f			-		-	-			c d		b		
Effective Column n															
	141	327	292	92	151	59	540	370	275	265	188	182	491	415	
Unweighted base	233	541	483	152	250	98	894	613	455	439	311	302	814	687	
Weighted base	214	499	447	121	230	109	796	595	387	408	321	274	775	608	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used FedEx to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	0%	1%	0%	4%	3%	2%	3%	2%	3%	2%	0%	0%	1%	2%	2%	**	
	0	1	0	5	4	3	7	4	4	27	0	0	0	18	9		
Damaged mail	0%	1%	1%	3%	2%	2%	4%	1%	1%	2%	1%	1%	1%	2%	2%	**	
	0	1	1	4	3	2	9	1	1	22	1	1	0	17	7		
Delayed mail	1%	2%	1%	3%	6%	0%	6%	2%	1%	3%	0%	1%	4%	3%	1%	**	
	1	2	1	3	6	0	12	4	1	30	0	0	1	29	4		
Mis-delivered mail	2%	0%	0%	2%	4%	1%	5%	1%	2%	2%	1%	1%	1%	2%	1%	**	
	2	0	0	2	4	1	9	2	2	23	1	1	0	21	4		
Mail that has been tampered with	0%	0%	0%	1%	3%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	**	
	0	0	0	1	4	0	3	2	0	10	1	0	0	9	1		
Other problems	1%	1%	0%	1%	4%	1%	4%	1%	0%	1%	1%	1%	1%	1%	1%	**	
	1	1	0	1	5	1	7	1	0	17	1	0	0	13	5		
No - there have been no problems	97%	97%	99%	92%	91%	95%	88%	96%	95%	94%	97%	97%	93%	94%	95%	**	
	97	114	99	121	104	142	180	158	107	1122	99	65	28	985	327		
NET: Yes	3%	3%	1%	8%	9%	5%	12%	4%	5%	6%	3%	3%	7%	6%	5%	**	
	3	3	1	11	10	7	24	7	5	71	3	2	2	60	18		
Effective Column n																	
	53	51	54	63	65	66	102	74	53	582	115	113	100	616	293	1	
Unweighted base	88	85	90	105	108	109	169	122	88	964	191	187	165	1020	486	1	
Weighted base	100	117	101	132	114	148	204	165	112	1193	101	66	30	1045	345	1	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used FedEx to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? FedEx by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	9%	2%	4%	1%	2%	0%	5%	1%	2%	**	
	7	20	6	2	5	1	11	2	24		
	B	d				d					
Damaged mail	9%	1%	1%	2%	2%	1%	3%	1%	1%	**	
	7	17	2	3	5	4	6	3	20		
	B										
Delayed mail	11%	2%	3%	1%	2%	2%	4%	1%	2%	**	
	9	23	4	2	8	7	10	2	30		
	B										
Mis-delivered mail	10%	1%	3%	2%	1%	2%	3%	0%	2%	**	
	9	16	4	4	4	6	7	1	23		
	B										
Mail that has been tampered with	4%	1%	1%	0%	1%	1%	2%	0%	1%	**	
	3	7	1	0	2	2	5	1	10		
	b										
Other problems	4%	1%	4%	0%	0%	2%	2%	1%	1%	**	
	3	15	6	0	1	5	5	1	18		
No - there have been no problems	78%	95%	89%	95%	95%	95%	92%	98%	95%	**	
	65	1248	121	138	302	274	227	250	1287		
	A						a	b			
NET: Yes	22%	5%	11%	5%	5%	5%	8%	2%	5%	**	
	18	60	15	7	16	14	20	5	71		
	B	f									
Effective Column n											
	54	856	100	98	224	205	156	127	898	11	
Unweighted base	89	1418	166	162	371	339	258	211	1488	19	
Weighted base	82	1308	137	145	318	289	247	255	1358	33	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used FedEx to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lost mail	4%	2%	4%	4%	3%	5%	2%	4%	4%	
	111	21	90	34	24	36	17	49	61	
	-		a							
Damaged mail	4%	2%	5%	5%	4%	4%	3%	5%	3%	
	130	20	110	44	29	33	25	71	60	
	-		a							
Delayed mail	6%	4%	7%	7%	7%	6%	4%	6%	7%	
	198	38	161	61	60	45	32	81	117	
	-		a							
Mis-delivered mail	3%	1%	3%	3%	3%	2%	3%	3%	2%	
	84	13	71	24	23	17	19	44	40	
	-		a							
Mail that has been tampered with	1%	0%	1%	1%	1%	1%	1%	1%	1%	
	33	2	31	8	11	11	4	17	16	
	-		a							
Other problems	4%	4%	4%	3%	3%	4%	4%	4%	3%	
	113	34	79	27	28	29	28	57	56	
	-									
No - there have been no problems	85%	89%	83%	83%	85%	87%	87%	85%	85%	
	2646	849	1798	689	684	652	621	1190	1456	
	-	B								
NET: Yes	15%	11%	17%	17%	15%	13%	13%	15%	15%	
	463	101	363	145	125	98	95	204	260	
	-		A							
Effective Column n										
	2060	257	1804	531	520	525	484	891	1169	
Unweighted base	3373	420	2953	869	852	860	792	1459	1914	
Weighted base	3110	950	2160	834	809	751	716	1394	1716	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Hermes to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 2

Age														SEG										Working status		
Column %																										
Weighted counts																										
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working												
Lost mail	3% 12	5% 48	3% 32	2% 5	3% 19	4% 14	3% 45	5% 66	3% 22	2% 23	5% 33	5% 33	4% 60	3% 50												
Damaged mail	2% 11	6% 65	4% 41	2% 5	2% 13	3% 8	3% 55	5% 75	3% 24	3% 31	5% 35	6% 41	5% 81	3% 47												
Delayed mail	10% 44	8% 83	6% 61	2% 5	2% 11	2% 6	6% 103	7% 96	6% 42	6% 61	8% 51	6% 44	8% 128	5% 69												
Mis-delivered mail	3% 15	3% 36	2% 23	2% 6	2% 11	2% 5	2% 36	4% 49	1% 11	3% 25	4% 26	3% 23	3% 57	2% 26												
Mail that has been tampered with	2% 8	2% 17	1% 5	1% 2	0% 3	0% 1	0% 7	2% 27	1% 4	0% 3	2% 11	2% 16	1% 19	1% 15												
Other problems	4% 18	4% 44	4% 37	2% 5	2% 13	2% 8	4% 62	4% 51	4% 27	4% 35	4% 29	4% 22	4% 70	3% 43												
No - there have been no problems	82% 345	82% 863	86% 870	92% 267	91% 569	90% 301	86% 1494	83% 1153	86% 642	86% 851	83% 552	84% 600	83% 1348	88% 1290												
NET: Yes	18% 77	18% 185	14% 146	8% 23	9% 55	10% 32	14% 234	17% 229	14% 101	14% 134	17% 111	16% 118	17% 285	12% 177												
Effective Column n	d f	d f	d	-	-	-	-	-	-	-	-	-	B													
	263	683	711	213	404	191	1165	895	519	647	411	484	1035	1018												
Unweighted base	430	1118	1164	349	661	312	1908	1465	849	1059	673	792	1694	1667												
Weighted base	422	1048	1017	290	624	333	1728	1382	743	985	663	718	1633	1467												
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B												

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Hermes to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	3%	5%	3%	6%	6%	2%	4%	4%	2%	4%	2%	2%	1%	4%	4%	**		
	8	15	8	15	15	6	14	13	7	101	5	4	1	78	33			
Damaged mail	5%	4%	5%	7%	6%	1%	3%	6%	2%	4%	5%	2%	3%	4%	4%	**		
	13	12	14	18	15	5	10	20	5	112	13	4	2	92	38			
Delayed mail	3%	6%	8%	8%	4%	9%	7%	7%	4%	7%	7%	4%	5%	6%	6%	**		
	8	19	22	22	10	30	23	24	12	170	19	6	4	143	55			
Mis-delivered mail	3%	4%	4%	5%	3%	2%	3%	1%	1%	3%	3%	1%	3%	3%	2%	**		
	7	10	11	12	7	8	10	3	4	73	7	2	2	66	18			
Mail that has been tampered with	0%	2%	1%	1%	2%	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	**		
	1	5	3	3	4	2	7	4	1	30	2	1	1	23	10			
Other problems	3%	4%	3%	4%	5%	3%	5%	7%	1%	4%	2%	3%	2%	4%	3%	**		
	8	10	7	9	12	11	16	24	4	101	6	5	1	85	28			
No - there have been no problems	88%	85%	84%	80%	83%	85%	83%	84%	91%	85%	85%	90%	90%	85%	85%	**		
	224	250	223	209	211	280	261	284	271	2213	219	143	72	1879	764			
NET: Yes	12%	15%	16%	20%	17%	15%	17%	16%	9%	15%	15%	10%	10%	15%	15%	**		
	32	45	42	53	43	51	55	53	26	400	40	15	8	331	133			
Effective Column n																		
	129	137	133	133	131	155	156	158	144	1276	275	272	237	1332	726	2		
Unweighted base	212	224	217	218	215	253	256	258	236	2089	450	446	388	2180	1189	4		
Weighted base	255	296	266	262	254	331	315	337	297	2613	259	158	79	2209	896	4		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Hermes to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Hermes by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage											
Column %																				
Weighted counts																				
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer		NET: Internet user		NET: Internet non-user	
Lost mail		8%		3%		7%		3%		2%		4%		6%		2%		4%	**	
		12		99		26		13		15		23		21		12		108		
	b				c f							c								
Damaged mail		7%		4%		5%		4%		5%		4%		5%		3%		4%	**	
		11		119		18		16		34		25		19		18		128		
Delayed mail		11%		6%		9%		5%		6%		7%		7%		4%		6%	**	
		16		182		32		24		41		48		26		28		195		
Mis-delivered mail		7%		2%		3%		3%		3%		3%		4%		1%		3%	**	
		11		74		11		14		18		23		13		6		82		
Mail that has been tampered with	b	5%		1%		3%		1%		1%		1%		1%		1%		1%	**	
		7		26		10		2		8		5		4		4		31		
	B																			
Other problems		4%		4%		3%		3%		5%		4%		6%		1%		4%	**	
		7		106		11		15		31		24		23		9		113		
												f								
No - there have been no problems		80%		85%		82%		86%		84%		83%		82%		91%		85%	**	
		123		2523		294		373		584		538		294		564		2609		
																a c d e				
NET: Yes		20%		15%		18%		14%		16%		17%		18%		9%		15%	**	
		32		432		67		59		109		109		63		56		457		
					f			f		f		f								
Effective Column n																				
		112		1948		257		282		514		473		264		269		2044		12
Unweighted base		184		3189		420		462		842		775		433		441		3347		20
Weighted base		155		2955		361		432		693		647		357		620		3066		37
Columns	A	B		A	B	C		D		E		F			A		B			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Hermes to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	1%	0%	2%	1%	1%	1%	1%	2%	0%
	5	0	5	1	1	2	1	5	0
Damaged mail	3%	2%	3%	1%	5%	3%	1%	4%	1%
	12	4	9	1	6	4	1	11	1
Delayed mail	2%	1%	2%	1%	4%	2%	1%	3%	1%
	10	3	7	1	5	2	2	8	1
Mis-delivered mail	0%	0%	1%	0%	1%	1%	0%	1%	0%
	2	0	2	0	1	1	0	2	0
Mail that has been tampered with	1%	0%	2%	1%	2%	1%	1%	2%	0%
	6	0	6	1	3	1	1	6	0
Other problems	1%	2%	1%	3%	0%	1%	1%	1%	2%
	6	3	3	4	0	1	1	3	3
No - there have been no problems	95%	95%	95%	96%	92%	96%	97%	94%	97%
	470	196	274	117	113	125	116	291	179
NET: Yes	5%	5%	5%	4%	8%	4%	3%	6%	3%
	24	9	15	5	10	5	3	18	6
Effective Column n									
	283	51	232	62	72	83	67	173	110
Unweighted base	487	88	399	106	123	143	115	297	190
Weighted base	495	206	289	122	122	130	120	309	185
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Interlink to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 2

	Age						SEG						Working status			
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Lost mail	**	2%	0%	**	0%	**	1%	1%	1%	0%	3%	0%	1%	0%		
		5	0		0		2	3	2	0	3	0	5	0		
					-		-	-								
Damaged mail	**	4%	1%	**	0%	**	1%	5%	2%	0%	5%	6%	4%	0%		
		8	1		0		3	10	3	0	5	4	12	0		
					-		-	-								
Delayed mail	**	3%	2%	**	0%	**	2%	2%	2%	2%	4%	0%	3%	0%		
		6	3		0		5	4	3	3	4	0	10	0		
					-		-	-								
Mis-delivered mail	**	1%	0%	**	0%	**	0%	1%	0%	0%	2%	0%	1%	0%		
		2	0		0		0	2	0	0	2	0	2	0		
					-		-	-								
Mail that has been tampered with	**	3%	0%	**	0%	**	1%	1%	2%	0%	2%	0%	2%	0%		
		6	0		0		4	2	4	0	2	0	6	0		
					-		-	-								
Other problems	**	1%	2%	**	0%	**	2%	1%	1%	2%	1%	0%	2%	0%		
		3	3		0		5	1	2	3	1	0	6	0		
					-		-	-								
No - there have been no problems	**	94%	96%	**	100%	**	96%	94%	96%	96%	94%	94%	93%	100%		
		202	163		64		290	180	143	147	105	76	307	162		
					-		-	-						a		
NET: Yes	**	6%	4%	**	0%	**	4%	6%	4%	4%	6%	6%	7%	0%		
		12	7		0		13	11	6	6	7	4	24	0		
					-		-	-					b			
Effective Column n																
	20	117	105	26	42	16	178	105	86	92	59	45	177	105		
Unweighted base	34	201	180	45	72	27	307	180	148	159	102	78	305	181		
Weighted base	45	214	171	39	64	26	303	192	149	154	112	80	332	162		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 3

UK nation									Rurality								
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London		South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Lost mail	**	**	**	**	**	**		0%	**	**	1%	0%	0%	0%	1%	0%	**
								0			5	0	0	0	5	0	
								-									
Damaged mail	**	**	**	**	**	**		3%	**	**	3%	0%	0%	0%	3%	1%	**
								2			12	0	0	0	11	1	
								-									
Delayed mail	**	**	**	**	**	**		1%	**	**	2%	2%	0%	3%	2%	3%	**
								1			9	1	0	0	6	3	
								-									
Mis-delivered mail	**	**	**	**	**	**		0%	**	**	0%	1%	0%	0%	1%	0%	**
								0			2	0	0	0	2	0	
								-									
Mail that has been tampered with	**	**	**	**	**	**		1%	**	**	1%	1%	0%	0%	1%	1%	**
								1			6	0	0	0	5	1	
								-									
Other problems	**	**	**	**	**	**		0%	**	**	1%	0%	2%	0%	2%	0%	**
								0			6	0	0	0	6	0	
								-									
No - there have been no problems	**	**	**	**	**	**		96%	**	**	95%	97%	98%	97%	95%	96%	**
								70			400	35	20	16	360	110	
								-									
NET: Yes	**	**	**	**	**	**		4%	**	**	5%	3%	2%	3%	5%	4%	**
								3			22	1	0	0	19	5	
								-									
Effective Column n																	
	16	12	18	17	19	22	29	22	21	176	37	31	39	198	85	0	
Unweighted base	27	20	31	30	32	38	50	38	36	302	64	54	67	341	146	0	
Weighted base	29	29	40	44	43	53	73	61	51	423	36	20	16	380	115	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Interlink by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			Q16: Annual household income						Q12: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	**		0% **		2%	0%	2%	2%	0%	1% **	
			2		1	0	2	2	0	5	
									-		
Damaged mail	**		2% **		2%	0%	2%	4%	1%	3% **	
			8		1	0	3	4	1	12	
									-		
Delayed mail	**		2% **		2%	0%	3%	3%	2%	2% **	
			8		1	0	3	3	3	10	
									-		
Mis-delivered mail	**		0% **		0%	0%	0%	2%	0%	0% **	
			1		0	0	0	2	0	2	
									-		
Mail that has been tampered with	**		1% **		2%	0%	1%	4%	0%	1% **	
			3		1	0	1	4	0	6	
									-		
Other problems	**		1% **		2%	0%	0%	6%	0%	1% **	
			5		1	0	0	5	0	6	
									-		
No - there have been no problems	**		96% **		95%	100%	96%	90%	96%	95% **	
			456		51	91	115	85	102	470	
		A							-		
NET: Yes	**		4% **		5%	0%	4%	10%	4%	5% **	
			18		3	0	4	9	4	24	
									-		
Effective Column n											
	15	268	20	31	62	74	55	42	283	0	
Unweighted base	26	461	34	53	106	127	95	72	487	0	
Weighted base	21	474	30	54	91	119	94	106	495	0	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Interlink to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 1

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	1%	0%	1%	1%	1%	1%	1%	1%	1%
	20	2	17	6	4	5	5	10	10
	-								
Damaged mail	2%	1%	2%	3%	2%	2%	1%	2%	1%
	41	10	30	15	9	11	5	24	16
	-								
Delayed mail	3%	2%	4%	3%	3%	3%	5%	4%	3%
	77	14	63	15	17	18	27	49	28
	-		a						
Mis-delivered mail	1%	1%	1%	2%	1%	1%	2%	2%	1%
	33	11	22	14	4	7	9	18	15
	-								
Mail that has been tampered with	1%	0%	1%	1%	1%	1%	1%	1%	0%
	14	0	14	3	3	3	4	9	5
	-		a						
Other problems	1%	1%	2%	1%	1%	2%	2%	2%	1%
	31	6	25	7	5	10	9	22	9
	-								
No - there have been no problems	94%	95%	93%	93%	94%	94%	93%	92%	95%
	2137	737	1400	547	548	533	510	1093	1044
	-								
NET: Yes	6%	5%	7%	7%	6%	6%	7%	8%	5%
	148	37	111	41	32	35	39	89	59
	-								
Effective Column n									
	1456	207	1249	380	360	370	347	698	758
	-								
Unweighted base	2458	350	2108	641	607	624	586	1179	1279
Weighted base	2285	774	1511	588	580	569	549	1182	1103
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used DPD to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	2% 5	1% 11	0% 4	0% 0	0% 0	0% 0	0% 0	1% 11	1% 9	1% 7	1% 4	1% 6	1% 3	1% 15	0% 3										
Damaged mail	3% 10	3% 23	1% 6	0% 1	0% 1	0% 0	2% 20	2% 20	1% 6	2% 14	2% 11	2% 9	2% 29	1% 11											
	9% 26	3% 27	2% 19	1% 2	1% 4	1% 2	3% 35	4% 42	4% 21	2% 14	5% 28	3% 14	4% 52	3% 25											
Mis-delivered mail	4% 11	2% 17	1% 5	0% 0	0% 1	0% 0	1% 16	2% 17	2% 11	1% 5	3% 13	1% 4	2% 26	1% 6											
	2% 5	1% 7	0% 1	0% 0	0% 0	0% 0	1% 7	1% 7	0% 2	1% 5	1% 6	0% 1	1% 8	0% 5											
Mail that has been tampered with	2% 5	1% 7	0% 1	0% 0	0% 0	0% 0	1% 7	1% 7	0% 2	1% 5	1% 6	0% 1	1% 8	0% 5											
	2% 5	1% 12	1% 11	1% 2	1% 4	1% 2	2% 21	1% 10	2% 13	1% 8	1% 6	1% 4	2% 20	1% 10											
No - there have been no problems	87% 267	93% 788	95% 755	98% 187	98% 328	97% 140	93% 1171	94% 966	92% 495	95% 676	93% 474	95% 492	92% 1207	96% 920											
	13% 41	7% 63	5% 36	2% 4	2% 8	3% 4	7% 83	6% 65	8% 44	5% 39	7% 37	5% 27	8% 104	4% 43											
Effective Column n	181	536	515	139	224	85	826	630	373	454	303	327	789	661											
	305	905	870	235	378	143	1395	1063	629	766	511	552	1331	1116											
Weighted base	308	851	791	191	336	144	1254	1031	539	715	512	519	1311	962											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used DPD to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	0%	1%	0%	1%	1%	2%	0%	1%	1%	1%	1%	2%	0%	1%	1%	1% **	
	0	1	1	1	1	5	0	2	3	2	15	3	0	1	13	6	
Damaged mail	2%	2%	2%	1%	3%	2%	2%	1%	2%	2%	2%	2%	3%	2%	2%	2% **	
	3	4	3	2	7	4	4	3	4	4	33	3	3	1	29	12	
Delayed mail	2%	2%	5%	1%	2%	3%	3%	6%	4%	2%	3%	6%	2%	4%	3%	4% **	
	3	3	9	3	6	6	6	16	8	5	59	13	2	3	52	25	
Mis-delivered mail	1%	2%	3%	1%	2%	1%	1%	1%	1%	1%	1%	1%	2%	3%	1%	2% **	
	2	3	6	2	4	1	3	3	3	2	27	2	2	2	22	12	
Mail that has been tampered with	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	0%	0%	0%	1%	1%	1% **	
	0	0	1	1	2	0	4	2	1	12	0	1	1	1	11	3	
Other problems	1%	1%	1%	0%	0%	0%	3%	3%	1%	1%	3%	2%	2%	2%	1%	1% **	
	1	1	1	0	1	1	8	7	2	22	6	2	2	1	24	7	
No - there have been no problems	95%	95%	91%	97%	95%	94%	90%	93%	96%	94%	90%	94%	91%	94%	93%	**	
	167	178	181	164	228	213	247	188	208	1773	185	119	60	1554	580		
NET: Yes	5%	5%	9%	3%	5%	6%	10%	7%	4%	6%	10%	6%	9%	6%	7%	**	
	8	9	17	4	12	13	28	15	9	115	20	8	6	103	45		
Effective Column n																	
	84	85	90	86	110	100	121	92	100	868	206	205	178	947	507	2	
Unweighted base	142	144	152	145	186	168	204	155	169	1465	347	346	300	1599	856	3	
Weighted base	175	187	198	168	240	226	275	203	217	1888	204	127	66	1657	625	3	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DPD to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DPD by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage						
Column %																
Weighted counts																
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	7%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1	1%	**
	7	13	3	2	3	7	4	1	16							
	B															
Damaged mail	11%	1%	3%	2%	1%	2%	3%	1%	2%							
	10	31	8	6	6	7	9	4	39							
	B															
Delayed mail	10%	3%	1%	4%	3%	3%	6%	2%	3%							
	10	67	3	11	17	15	20	11	74							
	b															
Mis-delivered mail	8%	1%	2%	1%	1%	2%	2%	1%	1%							
	8	26	5	3	6	8	6	6	29							
	B															
Mail that has been tampered with	7%	0%	1%	0%	1%	0%	1%	0%	1%							
	6	8	1	1	6	2	2	2	12							
	B															
Other problems	5%	1%	1%	0%	1%	2%	3%	1%	1%							
	4	27	3	1	6	9	8	4	28							
	b															
No - there have been no problems	80%	94%	94%	94%	94%	93%	88%	96%	94%							
	74	2063	211	267	460	448	282	469	2106							
	A	e														
NET: Yes	20%	6%	6%	6%	6%	7%	12%	4%	6%							
	19	129	15	17	27	34	38	18	143							
	B	c f														
Effective Column n																
	72	1384	155	187	355	336	221	203	1443	11						
Unweighted base	121	2337	261	315	600	567	373	342	2435	19						
Weighted base	94	2191	226	284	487	482	320	487	2249	33						
Columns	A	B	A	B	C	D	E	F	A	B						

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DPD to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 1

		Methodology				Quarter		Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lost mail	1%	0%	2%	0%	1%	3%	1%	2%	1%	
	30	0	30	3	6	15	6	21	9	
	-		a							
Damaged mail	1%	1%	2%	1%	2%	2%	1%	2%	1%	
	33	6	27	6	10	11	5	20	12	
	-									
Delayed mail	2%	1%	3%	2%	3%	4%	2%	3%	2%	
	59	8	51	10	18	22	9	33	25	
	-		a							
Mis-delivered mail	1%	1%	1%	1%	2%	1%	1%	1%	1%	
	28	6	23	7	10	6	6	14	15	
	-									
Mail that has been tampered with	1%	0%	1%	0%	1%	1%	0%	1%	0%	
	15	0	15	2	4	7	1	12	2	
	-		a					b		
Other problems	1%	0%	1%	1%	0%	2%	0%	1%	1%	
	23	3	20	7	3	11	3	11	12	
	-									
No - there have been no problems	95%	97%	93%	95%	94%	93%	96%	94%	95%	
	2279	835	1444	600	582	548	549	1113	1166	
	-		B							
NET: Yes	5%	3%	7%	5%	6%	7%	4%	6%	5%	
	127	22	105	28	36	39	23	69	58	
	-		A							
Effective Column n	1486	226	1260	379	371	376	360	720	765	
Unweighted base	2522	384	2138	644	629	638	611	1223	1299	
Weighted base	2406	857	1549	628	618	588	573	1183	1224	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Parcelforce to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Parcelforce by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	2%	2%	1%	0%	0%	0%	0%	1%	2%	1%	1%	1%	2%	2%	1%										
	5	17	7	0	0	0	0	14	16	5	9	7	9	20	9										
Damaged mail	4%	2%	1%	1%	0%	0%	1%	2%	1%	1%	2%	2%	2%	2%	1%										
	9	12	8	1	2	1	12	21	4	8	9	12	12	20	13										
Delayed mail	4%	4%	2%	1%	1%	0%	2%	3%	2%	2%	3%	3%	3%	3%	2%										
	8	29	17	3	3	1	29	30	11	18	15	15	15	40	18										
Mis-delivered mail	1%	2%	1%	0%	1%	1%	1%	2%	1%	0%	2%	1%	2%	1%	1%										
	3	17	6	0	3	2	12	16	9	3	9	7	7	21	8										
Mail that has been tampered with	2%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%										
	4	8	1	2	2	0	6	8	5	1	4	4	4	8	7										
Other problems	1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%										
	3	12	5	0	3	3	12	11	6	6	6	4	7	13	10										
No - there have been no problems	90%	93%	96%	98%	97%	97%	95%	94%	95%	96%	94%	94%	94%	93%	96%										
	203	748	872	239	456	217	1282	997	595	687	483	514	1196	1075											
NET: Yes	10%	7%	4%	2%	3%	3%	5%	6%	5%	4%	6%	6%	6%	7%	4%										
	22	56	37	5	12	7	65	63	33	32	30	33	33	84	43										
Effective Column n	c d												b												
	130	496	580	162	280	118	860	626	409	451	295	332	778	704											
Unweighted base	220	842	985	275	475	200	1459	1063	694	765	500	563	1321	1195											
Weighted base	225	804	909	245	468	224	1347	1059	628	719	512	547	1280	1118											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Parcelforce to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Parcellforce by Demographics Part 3

Column %	UK nation														Rurality			
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	0%	1%	1%	2%	3%	1%	2%	2%	1%	1%	1%	1%	2%	1%	1%	1% **		
	0	2	1	5	5	2	4	4	2	26	1	1	1	22	8			
Damaged mail	0%	0%	1%	3%	2%	1%	2%	1%	1%	1%	2%	1%	2%	1%	1%	1% **		
	1	0	1	6	5	3	6	3	3	27	3	1	2	26	7			
Delayed mail	1%	3%	2%	1%	2%	7%	1%	2%	3%	3%	2%	2%	2%	2%	3%	3% **		
	2	8	3	3	5	14	3	6	7	50	4	3	2	40	18			
Mis-delivered mail	1%	0%	1%	1%	1%	2%	1%	3%	1%	1%	0%	1%	1%	1%	1%	1% **		
	2	0	2	2	2	4	3	8	3	26	1	1	1	24	5			
Mail that has been tampered with	1%	0%	0%	1%	2%	0%	1%	1%	0%	1%	1%	0%	0%	1%	1%	1% **		
	1	0	0	2	4	0	3	3	0	12	2	0	0	10	4			
Other problems	0%	0%	0%	1%	1%	1%	2%	2%	0%	1%	1%	0%	0%	1%	1%	1% **		
	0	1	0	3	2	2	7	5	1	20	3	0	0	18	5			
No - there have been no problems	97%	96%	97%	94%	96%	90%	95%	94%	94%	95%	94%	96%	95%	95%	95%	95% **		
	204	234	181	206	189	166	268	237	209	1893	196	109	81	1686	593			
NET: Yes	3%	4%	3%	6%	4%	10%	5%	6%	6%	5%	6%	4%	5%	5%	5%	5% **		
	5	10	6	14	8	19	15	16	13	107	12	4	4	93	34			
Effective Column n	94	95	87	93	93	92	125	112	94	885	206	186	209	976	510	0		
Unweighted base	160	162	147	158	158	156	212	190	160	1503	350	315	354	1657	865	0		
Weighted base	209	244	186	220	197	185	283	254	222	2000	208	113	85	1779	628	0		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Parcellforce to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Parcellforce by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income						QJ2: Internet usage							
Column %																		
Weighted counts																		
Column Comparisons	Yes – I am housebound		No – I am not housebound		Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	7%	8	1%	22	1%	5	2%	4	1%	8	2%	3	2%	7	0%	2	1%	**
	B																	
Damaged mail	5%	6	1%	27	1%	2	3%	7	3%	13	0%	2	1%	3	1%	5	1%	**
	b																	
Delayed mail	5%	6	2%	52	3%	6	2%	6	3%	17	2%	11	3%	10	2%	9	2%	**
Mis-delivered mail	3%	3	1%	25	1%	4	2%	7	2%	11	0%	2	1%	3	0%	2	1%	**
Mail that has been tampered with	3%	4	0%	11	1%	2	1%	2	0%	1	1%	3	1%	4	1%	3	1%	**
	b																	
Other problems	1%	1	1%	23	1%	2	3%	8	1%	5	0%	2	1%	4	0%	2	1%	**
No - there have been no problems	88%	103	95%	2176	93%	230	92%	269	93%	485	96%	488	95%	284	98%	523	95%	**
			a															
NET: Yes	12%	13	5%	114	7%	17	8%	23	7%	37	4%	20	5%	16	2%	13	5%	**
	b																	
Effective Column n																		
		74		1411		167		186		359		346		206		223	1469	16
Unweighted base		126		2396		284		315		609		587		349		378	2493	27
Weighted base		116		2290		246		292		522		508		300		536	2343	62
Columns	A	B		A	B		C		D		E		F		A		B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Parcellforce to send or receive items ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lost mail	2%	2%	2%	0%	2%	5%	1%	3%	0%	
	11	3	8	0	2	8	1	10	1	
	-									
Damaged mail	1%	0%	2%	0%	3%	3%	0%	2%	1%	
	8	0	8	0	4	4	0	6	2	
	-									
Delayed mail	2%	0%	3%	0%	3%	3%	1%	2%	1%	
	9	0	9	0	3	4	1	6	3	
	-									
Mis-delivered mail	2%	2%	2%	0%	2%	2%	3%	2%	2%	
	10	4	7	0	2	3	5	5	5	
	-									
Mail that has been tampered with	1%	0%	2%	0%	2%	3%	0%	2%	0%	
	6	0	6	0	2	4	0	5	1	
	-									
Other problems	1%	0%	2%	0%	0%	2%	2%	1%	1%	
	6	0	6	0	0	3	3	5	2	
	-									
No - there have been no problems	95%	97%	93%	99%	93%	93%	93%	93%	96%	
	515	199	316	130	114	136	135	299	216	
	-									
NET: Yes	5%	3%	7%	1%	7%	7%	7%	7%	4%	
	30	7	23	1	8	10	11	22	8	
	-									
Effective Column n										
	315	45	270	73	75	86	82	185	131	
	-									
Unweighted base	553	79	474	128	131	150	144	324	229	
Weighted base	545	206	339	131	122	146	146	321	224	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used TNT Express to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 2

	Age						SEG						Working status			
Column %																
Weighted counts																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Lost mail	**	5%	0%	0%	0%	**		1%	3%	2%	1%	5%	1%	3%	0%	
		11	0	0	0			4	7	3	1	6	1	10	1	
		c														
Damaged mail	**	2%	0%	0%	0%	**		1%	2%	1%	1%	2%	2%	2%	1%	
		5	1	0	0			3	5	1	2	3	2	6	1	
Delayed mail	**	3%	1%	0%	0%	**		1%	3%	1%	1%	4%	1%	2%	0%	
		6	1	0	0			3	6	2	1	5	1	8	1	
Mis-delivered mail	**	2%	2%	3%	2%	**		2%	1%	1%	4%	2%	1%	2%	2%	
		4	4	1	1			7	3	1	6	2	1	7	3	
Mail that has been tampered with	**	2%	0%	0%	0%	**		1%	1%	2%	1%	2%	1%	2%	1%	
		5	0	0	0			4	3	2	1	2	1	5	1	
Other problems	**	3%	0%	0%	0%	**		0%	2%	0%	1%	2%	2%	1%	1%	
		6	0	0	0			1	5	0	1	3	2	4	2	
No - there have been no problems	**	92%	97%	97%	98%	**		95%	93%	95%	96%	91%	97%	93%	97%	
		194	218	39	71			295	220	138	157	120	100	309	205	
NET: Yes	**	8%	3%	3%	2%	**		5%	7%	5%	4%	9%	3%	7%	3%	
		18	6	1	1			14	16	7	7	12	3	25	5	
Effective Column n																
	20	121	125	30	48	18	190	125	99	91	65	60	187	128		
Unweighted base	35	213	220	53	85	32	333	220	173	160	114	106	328	224		
Weighted base	36	212	225	40	73	32	309	236	145	164	133	103	333	210		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 3

Column %	UK nation										Rurality						
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	**	**	**	**	**	**		5% **	**		2%	11	0%	0%	0%	1%	4% **
								3			11	0	0	0	5	6	
Damaged mail	**	**	**	**	**	**		3% **	**		2%	7	0%	2%	0%	1%	1% **
								2			7	0	0	0	6	2	
Delayed mail	**	**	**	**	**	**		3% **	**		2%	8	2%	1%	0%	2%	2% **
								2			8	1	0	0	6	2	
Mis-delivered mail	**	**	**	**	**	**		4% **	**		2%	10	0%	0%	1%	2%	1% **
								2			10	0	0	0	9	1	
Mail that has been tampered with	**	**	**	**	**	**		3% **	**		1%	6	0%	2%	1%	1%	1% **
								2			6	0	0	0	6	1	
Other problems	**	**	**	**	**	**		3% **	**		1%	6	0%	1%	1%	0%	3% **
								2			6	0	0	0	2	4	
No - there have been no problems	**	**	**	**	**	**		88% **	**		94%	98%	97%	99%	95%	92%	**
								56			443	33	28	12	388	127	
NET: Yes	**	**	**	**	**	**		12% **	**		6%	28	2%	3%	1%	5%	8% **
								8			28	1	1	0	18	11	
Effective Column n																	
	19	22		18	23	21	21	32	24	15	195	38	46	37	208	107	0
Unweighted base	34	38		32	41	36	37	56	42	26	342	66	80	65	365	188	0
Weighted base	45	65		46	59	42	51	63	67	33	471	33	29	12	406	139	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Express by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income					Q12: Internet usage		
Column %											
Weighted counts											
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Lost mail		**		2% **		0%	3%	3%	4%	1%	2% **
				8		0	3	3	4	1	11
Damaged mail		**		1% **		1%	1%	1%	5%	1%	1% **
				6		1	1	1	4	1	8
Delayed mail		**		1% **		1%	1%	1%	5%	1%	2% **
				6		1	1	2	4	1	9
Mis-delivered mail		**		2% **		0%	0%	4%	4%	1%	2% **
				9		0	0	5	3	1	10
Mail that has been tampered with		**		1% **		0%	1%	1%	3%	1%	1% **
				5		0	1	1	3	1	5
Other problems		**		1% **		2%	0%	1%	3%	1%	1% **
				4		1	0	2	2	1	6
No - there have been no problems		**		96% **		95%	95%	93%	89%	99%	95% **
				491		61	114	108	79	115	507
NET: Yes		**	A	4% **		5%	5%	7%	11%	1%	5% **
				22		3	6	8	10	1	29
Effective Column n											
		18	297	25	34	75	76	58	47	312	3
Unweighted base											
		32	521	44	60	132	133	102	82	547	6
Weighted base											
		32	513	40	64	121	116	89	116	536	9
Columns											
		A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Express to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	3% **		5%	0%	7%	7%	0%	5%	1%
	7		7	0	4	3	0	6	1
	-								
Damaged mail	3% **		5%	2%	6%	4%	1%	4%	2%
	7		7	1	3	2	1	5	2
	-								
Delayed mail	3% **		5%	0%	7%	6%	1%	5%	1%
	8		8	0	4	3	1	7	1
	-								
Mis-delivered mail	2% **		3%	2%	4%	4%	0%	3%	1%
	5		5	1	2	2	0	4	1
	-								
Mail that has been tampered with	3% **		4%	2%	7%	4%	0%	4%	2%
	7		7	1	4	2	0	5	2
	-								
Other problems	1% **		2%	0%	0%	6%	0%	2%	0%
	3		3	0	0	3	0	3	0
	-								
No - there have been no problems	93% **		90%	96%	85%	89%	99%	91%	95%
	206		143	51	49	40	66	117	89
	-								
NET: Yes	7% **		10%	4%	15%	11%	1%	9%	5%
	16		16	2	8	5	1	11	5
	-		a						
Effective Column n									
	140	13	127	37	34	34	36	81	59
	-								
Unweighted base	233	22	211	61	56	57	59	135	98
Weighted base	222	64	159	53	58	45	67	128	94
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Lost mail	**	6%	2%	**	**	**	-	2%	5%	2%	1%	5%	**	4%	2%				
		5	1				-	2	5	1	1	3		6	2				
							-												
Damaged mail	**	6%	0%	**	**	**	-	2%	5%	2%	2%	5%	**	4%	3%				
		6	0				-	2	5	1	1	3		5	2				
							-												
Delayed mail	**	6%	1%	**	**	**	-	1%	6%	3%	0%	6%	**	4%	2%				
		6	1				-	2	6	2	0	4		6	2				
							-												
Mis-delivered mail	**	5%	0%	**	**	**	-	0%	5%	0%	0%	5%	**	3%	1%				
		5	0				-	0	5	0	0	3		4	1				
							-												
Mail that has been tampered with	**	7%	0%	**	**	**	-	2%	5%	2%	2%	4%	**	4%	2%				
		6	0				-	2	5	1	1	3		6	2				
							-												
Other problems	**	3%	0%	**	**	**	-	1%	2%	2%	0%	2%	**	1%	1%				
		3	0				-	1	2	1	0	1		2	1				
							-												
No - there have been no problems	**	89%	97%	**	**	**	-	94%	91%	90%	97%	89%	**	92%	95%				
		83	69				-	115	91	50	65	55		124	83				
							-												
NET: Yes	**	11%	3%	**	**	**	-	6%	9%	10%	3%	11%	**	8%	5%				
		10	2				-	7	9	5	2	7		11	5				
							-												
Effective Column n																			
	17	51	50	15	22	7	81	59	42	40	35	24	80	60					
Unweighted base	28	85	83	25	37	12	135	98	69	66	58	40	133	100					
Weighted base	29	93	71	16	29	13	123	100	55	67	62	38	135	87					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	**	**	**	**	**	**	**	**	**	-	4% **	**	**	**	4%	2% **	
										7				6	1		
Damaged mail	**	**	**	**	**	**	**	**	**	-	4% **	**	**	**	4%	2% **	
										7				6	1		
Delayed mail	**	**	**	**	**	**	**	**	**	-	4% **	**	**	**	4%	2% **	
										8				7	1		
Mis-delivered mail	**	**	**	**	**	**	**	**	**	-	3% **	**	**	**	2%	2% **	
										5				4	1		
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	-	4% **	**	**	**	3%	3% **	
										7				6	2		
Other problems	**	**	**	**	**	**	**	**	**	-	1% **	**	**	**	1%	2% **	
										3				2	1		
No - there have been no problems	**	**	**	**	**	**	**	**	**	-	92% **	**	**	**	92%	97% **	
										175				161	45		
NET: Yes	**	**	**	**	**	**	**	**	**	-	8% **	**	**	**	8%	3% **	
										16				14	2		
Effective Column n																	
	6	9		5	6	11	11	23	12	5	90	22	17	12	98	42	1
Unweighted base	10	15		9	10	19	19	39	20	8	149	36	28	20	162	70	1
Weighted base	13	18		11	12	18	25	56	25	14	191	19	9	4	175	46	1
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? TNT Post UK by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income						Q12: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Lost mail	**		2% **	**		0%	4% **	**		3% **
			4			0	2			7
									-	
Damaged mail	**		2% **	**		0%	5% **	**		3% **
			5			0	2			7
									-	
Delayed mail	**		3% **	**		3%	4% **	**		3% **
			7			1	2			8
									-	
Mis-delivered mail	**		2% **	**		2%	2% **	**		2% **
			4			1	1			5
									-	
Mail that has been tampered with	**		2% **	**		0%	6% **	**		3% **
			4			0	3			7
									-	
Other problems	**		1% **	**		0%	2% **	**		1% **
			2			0	1			3
									-	
No - there have been no problems	**		95% **	**		95%	88% **	**		93% **
			197			41	39			205
		A							-	
NET: Yes	**		5% **	**		5%	12% **	**		7% **
			10			2	6			16
									-	
Effective Column n										
	10	130	11	16	31	36	29	19	140	1
Unweighted base	17	216	18	26	51	59	48	31	232	1
Weighted base	15	207	15	30	43	45	49	40	221	1
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used TNT Post UK to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 1

		Methodology		Quarter				Gender		
Column %										
Weighted counts										
Column Comparisons		Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail		1%	0%	1%	0%	1%	1%	1%	1%	1%
		11	0	11	1	4	3	4	9	3
		-								
Damaged mail		2%	1%	2%	2%	2%	2%	1%	2%	1%
		19	2	17	5	5	6	3	11	8
		-								
Delayed mail		3%	1%	4%	1%	5%	3%	3%	3%	3%
		37	3	34	4	16	9	8	21	16
		-		a						
Mis-delivered mail		1%	1%	1%	2%	1%	1%	0%	1%	1%
		14	4	10	7	3	3	1	10	4
		-								
Mail that has been tampered with		1%	0%	2%	1%	1%	1%	1%	1%	1%
		13	0	13	2	3	4	3	7	5
		-								
Other problems		2%	2%	2%	2%	1%	2%	2%	2%	2%
		23	7	15	7	4	5	6	12	11
		-								
No - there have been no problems		93%	96%	92%	93%	92%	94%	94%	93%	94%
		1113	341	772	279	300	283	251	606	507
		-								
NET: Yes		7%	4%	8%	7%	8%	6%	6%	7%	6%
		81	16	65	21	25	19	15	49	32
		-								
Effective Column n										
		780	93	688	189	214	201	177	411	369
		-								
Unweighted base		1273	151	1122	308	349	328	288	671	602
Weighted base		1194	357	837	300	325	302	266	654	539
Columns		A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used UPS to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	2%	2%	0%	1%	1%	0%	1%	1%	1%	0%	2%	1%	1%	1%	1%										
	3	7	0	1	1	0	4	7	3	1	4	3	7	3											
					-		-	-																	
Damaged mail	4%	2%	1%	1%	1%	1%	1%	2%	1%	1%	2%	2%	2%	2%	2%										
	6	8	3	1	2	1	9	10	4	5	5	4	11	8											
					-		-	-																	
Delayed mail	11%	2%	2%	1%	0%	0%	2%	5%	2%	2%	4%	5%	4%	2%	2%										
	18	10	9	1	1	0	14	23	7	7	11	12	25	11											
					-		-	-																	
Mis-delivered mail	1%	2%	1%	0%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%										
	2	7	4	0	0	0	8	5	3	5	2	3	9	3											
					-		-	-																	
Mail that has been tampered with	1%	2%	0%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%										
	2	9	1	0	1	1	7	5	4	3	3	2	9	4											
					-		-	-																	
Other problems	1%	2%	1%	2%	3%	4%	2%	1%	3%	2%	1%	2%	2%	2%	2%										
	2	11	4	2	5	3	16	7	9	7	3	4	12	11											
					-		-	-																	
No - there have been no problems	85%	93%	96%	95%	95%	94%	93%	93%	93%	94%	94%	93%	93%	94%	94%										
	132	416	385	105	180	75	643	470	297	347	238	232	630	482											
			a		-		-	-																	
NET: Yes	15%	7%	4%	5%	5%	6%	7%	7%	7%	6%	6%	7%	7%	6%	6%										
	24	30	16	5	10	5	47	34	23	24	16	18	50	29											
					-		-	-																	
Effective Column n																									
	100	285	272	77	124	47	455	325	216	239	162	162	431	348											
Unweighted base	163	465	443	125	202	77	743	530	353	390	265	265	703	568											
Weighted base	156	446	402	110	190	80	690	504	320	370	253	250	680	512											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used UPS to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	0%	0%	0%	1%	3%		0%	1%	2%	1%	1%	1%	0%	0%	1%	1% **	
	0	0	0	1	3		0	1	3	2	11	1	0	0	10	2	
Damaged mail	2%	0%	1%	1%	3%		2%	3%	1%	1%	4%	0%	1%	1%	2%	2% **	
	2	0	1	1	3		2	4	2	1	15	3	0	0	13	5	
Delayed mail	2%	4%	1%	8%	4%		2%	5%	2%	4%	3%	1%	0%	3%	3%	3% **	
	2	5	1	7	4		3	7	3	4	35	0	0	1	28	8	
Mis-delivered mail	0%	0%	0%	1%	2%		0%	2%	5%	1%	1%	0%	0%	0%	1%	1% **	
	0	0	0	1	2		0	3	7	1	14	0	0	0	12	2	
Mail that has been tampered with	2%	0%	0%	0%	4%		0%	2%	1%	2%	1%	0%	0%	0%	1%	1% **	
	1	0	0	0	4		0	3	2	2	13	0	0	0	10	2	
Other problems	0%	0%	0%	1%	3%		4%	4%	1%	1%	2%	3%	3%	3%	2%	1% **	
	0	0	0	1	3		4	7	2	1	18	2	2	1	19	4	
No - there have been no problems	95%	96%	98%	91%	92%		92%	89%	93%	94%	93%	93%	97%	93%	93%	95% **	
	87	121	98	82	95		102	137	130	99	953	77	56	27	832	280	
NET: Yes	5%	4%	2%	9%	8%		8%	11%	7%	6%	7%	7%	3%	7%	7%	5% **	
	4	5	2	9	9		9	16	10	7	71	6	2	2	65	16	
Effective Column n																	
	45	54	45	50	56		55	77	66	51	498	93	102	87	530	250	
Unweighted base	73	88	74	82	91		89	125	108	83	813	152	166	142	864	408	
Weighted base	92	126	100	90	104		111	154	141	106	1024	83	58	29	897	295	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UPS to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UPS by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income							Q12: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	3%	1%	0%	1%	1%	1%	2%	1%	1%	**	
	2	10	0	1	2	3	3	2	8		
Damaged mail	5%	1%	4%	2%	1%	1%	2%	1%	1%	**	
	3	16	5	2	2	3	3	3	17		
Delayed mail	7%	3%	3%	7%	3%	2%	3%	3%	3%	**	
	4	33	4	9	7	5	5	6	34		
Mis-delivered mail	5%	1%	0%	1%	0%	1%	3%	2%	1%	**	
	3	11	0	1	0	2	7	4	12		
Mail that has been tampered with	8%	1%	2%	1%	1%	1%	1%	1%	1%	**	
	5	8	2	1	2	3	2	2	10		
Other problems	4%	2%	3%	1%	1%	3%	2%	2%	2%	**	
	2	21	3	1	3	7	4	5	22		
No - there have been no problems	90%	93%	91%	91%	95%	94%	92%	95%	94%	**	
	52	1061	113	114	249	247	177	214	1101		
NET: Yes	10%	7%	9%	9%	5%	6%	8%	5%	6%	**	
	6	75	11	11	14	17	16	12	76		
Effective Column n	44	737	86	84	196	183	126	105	773	7	
Unweighted base	71	1202	140	137	319	299	206	172	1261	11	
Weighted base	57	1136	124	125	262	263	192	226	1177	16	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UPS to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	2%	0%	2%	2%	1%	2%	3%	2%	2%
	15	0	15	3	3	3	5	9	6
	-								
Damaged mail	2%	0%	3%	2%	2%	2%	2%	2%	2%
	15	0	15	4	4	4	4	9	6
	-								
Delayed mail	3%	2%	3%	1%	4%	2%	4%	3%	3%
	21	3	18	1	10	3	6	12	9
	-								
Mis-delivered mail	2%	0%	2%	1%	2%	2%	2%	2%	2%
	13	0	13	2	5	3	3	7	6
	-								
Mail that has been tampered with	1%	0%	2%	0%	1%	2%	2%	1%	1%
	10	0	10	0	3	3	4	6	4
	-								
Other problems	2%	1%	2%	1%	3%	3%	1%	1%	3%
	16	2	13	2	7	5	1	5	11
	-								
No - there have been no problems	92%	97%	91%	94%	91%	94%	91%	94%	91%
	697	153	545	170	208	178	141	387	310
	-								
NET: Yes	8%	3%	9%	6%	9%	6%	9%	6%	9%
	57	5	52	10	22	12	13	25	32
	-								
Effective Column n									
	553	43	509	135	150	141	126	297	256
	-								
Unweighted base	827	65	762	202	225	211	189	444	383
Weighted base	754	158	596	181	229	190	154	413	342
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used UK Mail to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	7%	2%	0%	0%	0%	0%	0%	1%	4%	0%	1%	6%	1%	2%	1%										
	7	6	1	0	0	0	0	2	12	1	2	10	2	8	5										
	c				-		-	-			c d														
Damaged mail	5%	4%	0%	0%	0%	0%	0%	2%	2%	2%	2%	2%	2%	2%	2%										
	4	10	1	0	0	0	0	7	8	3	4	4	4	9	6										
	c	c			-		-	-																	
Delayed mail	7%	3%	2%	0%	1%	1%	1%	3%	2%	3%	3%	3%	2%	3%	2%										
	6	9	5	0	1	1	1	13	8	7	6	5	3	13	7										
					-		-	-																	
Mis-delivered mail	2%	3%	1%	0%	1%	1%	1%	1%	3%	1%	1%	5%	1%	2%	1%										
	2	8	2	0	1	1	1	3	10	1	2	9	2	8	5										
					-		-	-																	
Mail that has been tampered with	2%	2%	1%	0%	0%	0%	0%	1%	2%	1%	0%	4%	1%	1%	1%										
	2	6	1	0	0	0	0	2	8	2	0	6	2	6	3										
					-		-	-																	
Other problems	2%	3%	2%	3%	2%	0%	2%	2%	2%	2%	2%	2%	2%	3%	1%										
	2	8	4	2	2	0	9	6	5	4	3	3	3	11	4										
					-		-	-																	
No - there have been no problems	86%	90%	95%	97%	97%	97%	93%	92%	92%	92%	94%	89%	95%	91%	94%										
	81	232	251	68	134	66	402	296	180	222	151	145	368	329											
					-		-	-																	
NET: Yes	14%	10%	5%	3%	3%	3%	7%	8%	8%	8%	6%	11%	5%	9%	6%										
	14	25	14	2	4	2	30	27	16	14	19	8	36	20											
					-		-	-																	
Effective Column n																									
	63	187	192	65	110	45	332	221	156	176	115	106	283	269											
Unweighted base	94	280	288	98	165	67	497	330	233	264	172	158	423	402											
Weighted base	95	257	265	70	138	68	432	322	196	236	169	153	403	349											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used UK Mail to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	3%	2%	1%	0%	6%	2%	2%	2%	**		2%	1%	1%	2%	2%	1%	**	
	2	2	1	0	3	1	2	2			14	0	0	0	12	2		
Damaged mail	1%	2%	0%	1%	6%	2%	3%	1%	**		2%	2%	0%	2%	2%	2%	**	
	1	1	0	1	3	2	3	1			14	1	0	0	12	3		
Delayed mail	1%	0%	6%	0%	6%	3%	5%	2%	**		3%	2%	1%	6%	3%	2%	**	
	1	0	5	0	3	2	5	2			19	1	0	1	18	3		
Mis-delivered mail	2%	0%	1%	0%	6%	1%	2%	2%	**		2%	1%	0%	6%	2%	2%	**	
	1	0	1	0	3	1	2	2			12	0	0	1	9	4		
Mail that has been tampered with	1%	0%	1%	0%	5%	0%	2%	1%	**		1%	2%	0%	5%	1%	1%	**	
	1	0	1	0	3	0	2	1			9	1	0	0	8	2		
Other problems	4%	0%	2%	2%	3%	0%	5%	3%	**		2%	0%	1%	1%	2%	3%	**	
	2	0	2	1	2	0	5	3			15	0	0	0	10	5		
No - there have been no problems	88%	96%	91%	97%	87%	93%	88%	96%	**		92%	94%	97%	84%	92%	94%	**	
	52	71	75	55	44	71	96	91			599	57	33	8	516	182		
NET: Yes	12%	4%	9%	3%	13%	7%	12%	4%	**		8%	6%	3%	16%	8%	6%	**	
	7	3	7	2	6	5	13	4			51	3	1	1	45	12		
Effective Column n																		
	35	38	43	35	37	43	61	48	29		370	80	66	36	381	172	0	
Unweighted base	52	57	65	52	55	65	92	72	44		554	120	99	54	570	257	0	
Weighted base	60	74	82	56	50	76	109	95	48		650	60	34	9	561	194	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UK Mail to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? UK Mail by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income						Q12: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	**		2%	3%	0%	2%	1%	3%	2%	2% **	
			13	2	0	5	2	3	2	15	
									-		
Damaged mail	**		2%	4%	3%	2%	1%	2%	1%	2% **	
			12	3	2	4	2	2	2	15	
									-		
Delayed mail	**		2%	3%	5%	1%	2%	3%	4%	3% **	
			17	2	4	2	4	3	6	21	
									-		
Mis-delivered mail	**		1%	3%	1%	3%	1%	2%	1%	2% **	
			8	2	1	5	1	3	1	13	
									-		
Mail that has been tampered with	**		1%	3%	1%	1%	1%	3%	1%	1% **	
			7	2	1	2	1	4	1	10	
									-		
Other problems	**		2%	2%	0%	4%	2%	3%	1%	2% **	
			14	1	0	7	3	3	1	16	
									-		
No - there have been no problems	**		93%	89%	92%	91%	94%	92%	94%	92% **	
			671	62	71	170	157	104	133	697	
		A							-		
NET: Yes	**		7%	11%	8%	9%	6%	8%	6%	8% **	
			48	8	7	16	9	9	8	57	
									-		
Effective Column n											
		29	523	58	57	142	136	89	70	553	
										0	
Unweighted base		44	783	87	86	212	204	133	105	827	
Weighted base		35	719	70	77	186	166	113	141	754	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used UK Mail to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPJ	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	2% **		3% **	**	**	**	**	3%	2%
	4		4					3	1
	-								
Damaged mail	4% **		5% **	**	**	**	**	3%	5%
	6		6					3	3
	-								
Delayed mail	7% **		9% **	**	**	**	**	7%	8%
	11		11					6	5
	-								
Mis-delivered mail	5% **		6% **	**	**	**	**	7%	1%
	7		7					7	1
	-								
Mail that has been tampered with	2% **		2% **	**	**	**	**	3%	0%
	3		3					3	0
	-								
Other problems	7% **		10% **	**	**	**	**	11%	2%
	12		12					10	1
	-								
No - there have been no problems	83% **		78% **	**	**	**	**	82%	85%
	133		94					79	54
	-								
NET: Yes	17% **		22% **	**	**	**	**	18%	15%
	27		27					17	10
	-		a						
Effective Column n									
	124	14	110	31	35	31	28	74	51
	-								
Unweighted base	175	20	155	43	49	43	40	104	71
Weighted base	161	39	121	40	45	36	39	97	64
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 2

Age														SEG				Working status	
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Lost mail	**	2%	**	**	**	**	-	1%	5%	**	0%	**	**	4%	0%				
		2					-	1	3		0			4	0				
Damaged mail	**	4%	**	**	**	**	-	1%	8%	**	0%	**	**	5%	2%				
		4					-	1	5		0			5	1				
Delayed mail	**	7%	**	**	**	**	-	9%	4%	**	8%	**	**	8%	5%				
		6					-	8	3		4			9	3				
Mis-delivered mail	**	6%	**	**	**	**	-	5%	5%	**	1%	**	**	7%	0%				
		6					-	4	3		1			7	0				
Mail that has been tampered with	**	3%	**	**	**	**	-	0%	4%	**	0%	**	**	2%	0%				
		3					-	0	3		0			3	0				
Other problems	**	6%	**	**	**	**	-	7%	7%	**	7%	**	**	9%	3%				
		6					-	7	4		4			10	1				
No - there have been no problems	**	82%	**	**	**	**	-	83%	84%	**	85%	**	**	80%	91%				
		72					-	80	53		49			87	47				
NET: Yes	**	18%	**	**	**	**	-	17%	16%	**	15%	**	**	20%	9%				
		16					-	17	10		9			22	5				
Effective Column n																			
	12	62	33	10	17	7	79	46	35	44	23	23	84	40					
Unweighted base	17	87	47	14	24	10	111	64	49	62	32	32	118	56					
Weighted base	20	87	33	11	20	9	97	63	40	58	34	30	109	51					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 3

	UK nation										Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Lost mail	**	**	**	**	**	**	**	**	**	-	3% **	**	**		2%	3% **	
											4				3	1	
Damaged mail	**	**	**	**	**	**	**	**	**	-	4% **	**	**		4%	3% **	
											6				5	1	
Delayed mail	**	**	**	**	**	**	**	**	**	-	8% **	**	**		8%	5% **	
											11				9	2	
Mis-delivered mail	**	**	**	**	**	**	**	**	**	-	5% **	**	**		5%	2% **	
											7				6	1	
Mail that has been tampered with	**	**	**	**	**	**	**	**	**	-	1% **	**	**		2%	0% **	
											2				3	0	
Other problems	**	**	**	**	**	**	**	**	**	-	8% **	**	**		9%	1% **	
											11				11	1	
No - there have been no problems	**	**	**	**	**	**	**	**	**	-	81% **	**	**		81%	89% **	
											112				96	37	
NET: Yes	**	**	**	**	**	**	**	**	**	-	19% **	**	**		19%	11% **	
											26				22	5	
Effective Column n																	
	13	9		5	6	6	11	16	11	6	84	18	14	9	85	40	0
Unweighted base	18	13		7	9	9	15	22	16	9	118	25	20	12	119	56	0
Weighted base	25	15		7	8	9	17	23	18	15	137	14	7	2	118	42	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? DX by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		Q16: Annual household income							Q12: Internet usage	
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Lost mail	**		2% **	**	**	**	**	**	-	3% **
			3							4
Damaged mail	**		3% **	**	**	**	**	**	-	4% **
			5							6
Delayed mail	**		6% **	**	**	**	**	**	-	7% **
			10							11
Mis-delivered mail	**		4% **	**	**	**	**	**	-	4% **
			5							7
Mail that has been tampered with	**		1% **	**	**	**	**	**	-	2% **
			2							3
Other problems	**		7% **	**	**	**	**	**	-	7% **
			11							12
No - there have been no problems	**		84% **	**	**	**	**	**	-	84% **
			129							133
NET: Yes	**		16% **	**	**	**	**	**	-	16% **
			25							26
Effective Column n									-	
	6	118	11	6	34	33	25	15	123	1
Unweighted base	9	166	15	9	48	47	35	21	173	2
Weighted base	7	153	12	9	41	40	30	29	159	2
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used DX to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Lost mail	3%	2%	3%	2%	2%	3%	3%	3%	2%	
	59	13	46	12	15	18	14	30	29	
	-									
Damaged mail	4%	4%	4%	5%	4%	4%	3%	5%	3%	
	91	24	67	28	22	25	15	51	39	
	-									
Delayed mail	6%	6%	6%	7%	6%	6%	6%	7%	5%	
	137	40	98	39	34	34	30	76	61	
	-									
Mis-delivered mail	2%	1%	3%	2%	3%	2%	2%	2%	2%	
	51	10	41	13	15	14	9	23	28	
	-									
Mail that has been tampered with	1%	0%	1%	0%	1%	1%	0%	1%	1%	
	17	1	16	3	5	8	1	9	8	
	-									
Other problems	3%	1%	4%	3%	3%	3%	3%	2%	4%	
	68	7	60	20	16	16	16	25	42	
	-		a							
No - there have been no problems	86%	89%	85%	86%	86%	86%	87%	86%	87%	
	1984	597	1388	512	510	509	452	951	1033	
	-									
NET: Yes	14%	11%	15%	14%	14%	14%	13%	14%	13%	
	313	77	236	83	83	81	66	155	158	
	-									
Effective Column n										
	1555	186	1368	387	390	412	366	735	820	
	-									
Unweighted base	2594	311	2283	645	651	688	610	1226	1368	
Weighted base	2297	674	1624	596	594	590	518	1106	1191	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Yodel to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	4%	4%	1%	4%	4%	3%	1%	2%	3%	3%	2%	3%	2%	3%	2%										
	10	28	9	9	12	3	30	29	13	17	16	13	33	26											
Damaged mail	7%	4%	3%	4%	3%	2%	3%	3%	5%	2%	4%	5%	4%	5%	3%										
	16	34	26	8	14	6	42	48	12	30	27	21	59	31											
Delayed mail	4%	8%	6%	4%	3%	3%	6%	6%	7%	5%	5%	5%	7%	7%	4%										
	10	64	48	9	15	7	78	60	36	41	25	34	90	47											
Mis-delivered mail	5%	2%	2%	2%	2%	2%	2%	3%	2%	2%	2%	3%	2%	3%											
	12	16	15	3	8	4	24	26	9	15	9	18	23	27											
Mail that has been tampered with	1%	1%	0%	1%	0%	0%	0%	1%	1%	0%	1%	1%	1%	1%	1%										
	2	9	4	1	2	0	5	12	4	2	7	4	8	8											
Other problems	3%	3%	3%	2%	2%	2%	3%	2%	2%	4%	2%	3%	3%	3%	3%										
	8	26	23	5	10	6	44	24	11	32	11	13	35	32											
No - there have been no problems	82%	84%	88%	85%	88%	91%	86%	86%	86%	86%	87%	86%	85%	88%											
	206	646	739	181	393	212	1095	889	435	661	443	445	1061	920											
NET: Yes	18%	16%	12%	15%	12%	9%	14%	14%	14%	14%	13%	14%	15%	12%											
	44	120	97	31	52	21	174	139	69	106	64	75	188	124											
Effective Column n	152	514	581	170	307	137	881	674	380	501	318	356	804	746											
	254	858	969	284	513	229	1470	1124	634	836	530	594	1342	1245											
Unweighted base	250	766	837	212	445	233	1270	1028	503	766	508	520	1249	1043											
Weighted base	A	B	C	D	E	F	A	B	C	D	E	F	A	B											
Columns																									

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Yodel to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 3

UK nation														Rurality					
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Lost mail	2%	4%	4%	1%	2%	2%	2%	3%	5%	3%	3%	1%	1%	1%	3%	2%			
	4	7	9	2	4		4	6	11	6	54	3	2	1	42	17			
										-									
Damaged mail	1%	7%	2%	6%	5%	4%	3%	6%	3%	4%	3%	3%	2%	4%	4%	4%			
	2	14	4	10	10	10	7	13	7	78	7	4	2	63	28				
										-									
Delayed mail	3%	3%	6%	4%	7%	11%	8%	6%	5%	6%	8%	3%	4%	5%	8%	8%			
	6	6	10	7	14	27	18	13	11	114	16	4	3	86	51				
										-									
Mis-delivered mail	1%	1%	2%	5%	3%	2%	2%	3%	1%	2%	2%	2%	2%	2%	2%	2%			
	3	2	4	9	6	6	4	6	3	43	5	2	1	35	16				
										-									
Mail that has been tampered with	0%	1%	1%	0%	3%	0%	2%	1%	0%	1%	1%	1%	1%	1%	0%	0%			
	0	2	2	0	5	0	4	2	0	14	2	1	1	14	3				
										-									
Other problems	1%	2%	1%	5%	4%	3%	4%	6%	2%	3%	2%	3%	3%	3%	3%	3%			
	2	4	2	8	8	6	8	14	4	57	5	4	2	47	20				
										-									
No - there have been no problems	95%	88%	88%	83%	84%	79%	84%	83%	89%	86%	87%	91%	91%	87%	85%	85%			
	202	181	168	137	168	197	184	182	198	1617	179	120	67	1414	568				
	f									-									
NET: Yes	5%	12%	12%	17%	16%	21%	16%	17%	11%	14%	13%	9%	9%	13%	15%	15%			
	11	25	22	28	33	51	36	36	25	268	27	12	7	210	104				
						a				-									
Effective Column n																			
	102	96	93	86	102	111	104	106	104	905	226	219	205	992	562	1			
Unweighted base	171	160	156	144	171	185	173	177	173	1510	377	365	342	1655	937	2			
Weighted base	213	206	190	165	201	248	220	218	223	1885	207	132	74	1624	671	2			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Yodel to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Yodel by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income											
QJ2: Internet usage											
Column %	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Lost mail	5%	2%	6%	1%	2%	3%	3%	2%	3%	**	
	6	53	16	4	8	14	8	10	58		
			b c								
Damaged mail	7%	4%	6%	4%	4%	3%	4%	4%	4%	**	
	8	82	16	12	19	16	11	17	90		
Delayed mail	7%	6%	8%	4%	5%	6%	9%	6%	6%	**	
	8	129	20	12	25	28	24	27	133		
Mis-delivered mail	7%	2%	4%	2%	2%	1%	2%	3%	2%	**	
	8	43	10	6	10	6	7	12	51		
	b										
Mail that has been tampered with	2%	1%	1%	0%	1%	0%	2%	0%	1%	**	
	2	15	4	1	5	2	5	1	16		
Other problems	4%	3%	5%	1%	3%	4%	2%	2%	3%	**	
	4	63	12	4	14	21	5	11	67		
No - there have been no problems	79%	87%	82%	90%	88%	84%	85%	88%	86%	**	
	91	1893	219	263	452	396	236	417	1958		
		a									
NET: Yes	21%	13%	18%	10%	12%	16%	15%	12%	14%	**	
	24	289	47	30	61	73	43	59	309		
	b										
Effective Column n											
	79	1476	198	201	393	353	207	203	1544	9	
Unweighted base	131	2463	331	335	655	589	345	339	2577	15	
Weighted base	115	2182	266	293	513	469	279	476	2266	30	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Yodel to send or receive items ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Lost mail	2%	1%	2%	1%	2%	2%	2%	2%	2%
	30	7	23	7	8	7	8	13	17
	-								
Damaged mail	3%	3%	4%	5%	3%	4%	2%	2%	5%
	57	18	39	22	12	14	8	17	39
	-								a
Delayed mail	4%	1%	6%	3%	4%	4%	6%	4%	4%
	70	4	66	14	19	15	22	33	37
	-		A						
Mis-delivered mail	2%	0%	3%	2%	1%	2%	1%	2%	1%
	29	3	27	10	6	8	5	19	11
	-		a						
Mail that has been tampered with	1%	1%	1%	0%	2%	1%	1%	1%	1%
	15	4	10	1	8	3	3	8	7
	-								
Other problems	1%	0%	1%	0%	1%	2%	1%	1%	1%
	16	3	13	1	6	6	2	8	7
	-								
No - there have been no problems	91%	95%	88%	90%	91%	92%	90%	92%	89%
	1501	574	927	416	392	364	329	758	743
	-		B						
NET: Yes	9%	5%	12%	10%	9%	8%	10%	8%	11%
	157	29	128	48	41	31	38	68	89
	-		A						
Effective Column n									
	979	143	836	266	248	241	225	484	495
	-								
Unweighted base	1621	236	1385	440	410	399	372	802	819
Weighted base	1659	603	1056	464	433	395	366	827	832
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Amazon Logistics to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Lost mail	4%	2%	2%	0%	1%	1%	2%	2%	2%	2%	2%	2%	2%	2%	1%										
	8	11	9	0	2	2	17	13	8	9	7	6	21	9											
					-		-	-																	
Damaged mail	4%	4%	4%	1%	1%	1%	3%	4%	3%	3%	3%	3%	5%	4%	3%										
	8	24	23	1	2	1	27	30	10	17	12	17	35	22											
					-		-	-																	
Delayed mail	8%	5%	3%	2%	2%	2%	4%	4%	4%	5%	4%	4%	4%	4%	4%										
	15	31	17	3	7	4	41	29	16	24	13	16	35	34											
					-		-	-																	
Mis-delivered mail	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%										
	4	11	9	2	5	3	14	15	7	8	8	7	13	16											
					-		-	-																	
Mail that has been tampered with	0%	2%	1%	1%	0%	0%	1%	1%	1%	0%	1%	1%	1%	1%	1%										
	1	10	3	1	1	0	7	8	5	1	3	5	10	5											
					-		-	-																	
Other problems	0%	1%	1%	4%	2%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%										
	1	5	5	5	5	0	8	7	4	4	3	4	6	10											
					-		-	-																	
No - there have been no problems	87%	90%	91%	92%	94%	96%	91%	90%	91%	90%	92%	89%	91%	90%											
	174	548	505	119	275	156	835	667	355	480	331	335	782	715											
					-		-	-																	
NET: Yes	13%	10%	9%	8%	6%	4%	9%	10%	9%	10%	8%	11%	9%	10%											
	26	62	52	10	17	7	87	71	36	51	29	42	81	76											
					-		-	-																	
Effective Column n																									
	104	349	350	92	175	83	562	417	232	329	189	228	483	493											
Unweighted base	173	578	580	153	290	137	930	691	385	545	313	378	800	817											
Weighted base	200	610	556	129	292	162	921	738	390	531	360	378	863	791											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic, Geographic & Evaluative Weight; Base: Those who had ever used Amazon Logistics to send or receive items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Lost mail	1%	4%	1%	4%	2%	1%	2%	1%	2%	2%	3%	1%	2%	2%	2%	2% **		
	1	6	1	6	3	2	1	3	2	25	3	1	1	22	8			
Damaged mail	2%	6%	5%	5%	2%	5%	2%	2%	4%	4%	1%	5%	3%	3%	4%	4% **		
	2	9	7	7	4	7	3	4	6	51	1	4	1	41	15			
Delayed mail	3%	6%	5%	6%	2%	6%	4%	3%	2%	4%	5%	3%	7%	4%	4%	4% **		
	4	11	7	9	4	9	8	6	3	60	6	2	2	56	14			
Mis-delivered mail	1%	3%	1%	0%	3%	3%	2%	3%	0%	2%	1%	2%	3%	2%	2%	2% **		
	1	6	2	0	5	4	5	5	0	26	1	1	1	22	8			
Mail that has been tampered with	1%	0%	3%	1%	1%	1%	0%	1%	0%	1%	2%	1%	0%	1%	2%	2% **		
	1	0	4	1	2	1	1	2	0	12	2	1	0	7	8			
Other problems	0%	2%	1%	1%	1%	0%	2%	2%	0%	1%	1%	1%	1%	1%	0%	0% **		
	0	4	1	1	2	0	3	3	0	13	1	1	0	15	1			
No - there have been no problems	94%	85%	91%	86%	94%	88%	92%	91%	94%	91%	89%	92%	87%	90%	92%	2% **		
	139	140	131	122	159	128	186	159	142	1306	99	74	22	1122	377			
NET: Yes	6%	15%	9%	14%	6%	12%	8%	9%	6%	9%	11%	8%	13%	10%	8%	8% **		
	8	25	13	21	10	18	16	16	9	135	13	7	3	123	35			
Effective Column n																		
	65	73	67	69	79	69	86	77	60	646	125	129	79	688	289	1		
Unweighted base	108	121	111	114	131	115	142	128	100	1070	207	213	131	1140	479	2		
Weighted base	147	165	144	142	169	145	203	175	151	1441	112	81	25	1244	412	2		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Amazon Logistics to send or receive Items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q13: In the last 12 months, have you experienced any problems with services from these providers? Amazon Logistics by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage																																																							
Column %																																																																
Weighted counts																																																																
Column Comparisons	Yes – I am housebound				No – I am not housebound				Under £11,500 per year				£11,500 - £17,499 per year				£17,500 - £29,999 per year				£30,000 - £49,999 per year				£50,000+ per year				I don't know/ I prefer not to answer				NET: Internet user		NET: Internet non-user																													
Lost mail	6%				5				2%				25				3%				5				1%				2				1%				5				2%				7				5%				10				1%		2%		29		**	
	b																																																															
Damaged mail	6%				4				3%				52				5%				9				4%				9				3%				10				4%				14				6%				12				1%		3%		57		**	
Delayed mail	11%				8				4%				62				6%				10				5%				11				3%				9				7%				21				6%				13				2%		4%		70		**	
	b																																																															
Mis-delivered mail	6%				4				2%				25				5%				8				1%				2				2%				6				2%				6				4%				8				0%		2%		28		**	
	b																																																															
Mail that has been tampered with	1%				1				1%				14				0%				1				2%				3				1%				2				2%				6				1%				2				0%		1%		14		**	
Other problems	2%				1				1%				14				1%				1				1%				1				0%				1				2%				5				1%				3				1%		1%		16		**	
	1																																																															
No - there have been no problems	82%				61				91%				1440				84%				139				90%				193				93%				331				86%				284				87%				175				96%		90%		1480		**	
NET: Yes	18%				13				9%				144				16%				26				10%				22				7%				24				14%				45				13%				27				4%		10%		156		**	
Effective Column n																																																																
	50								929								114								134								236								218								130						147		974		5					
Unweighted base	83								1538								189								222								391								361								215						243		1613		8					
Weighted base	74								1584								165								215								354								329								202						394		1636		23					
Columns	A				B				A				B				C				C				D				D				E				E				F				F				A		B													

Weight: Demographic, Geographic & Evaluative Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who had ever used Amazon Logistics to send or receive Items
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect+ by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes	44% **		47% **	**	**	**	**	**	**
	24		24						
	-		-						
No	49% **		45% **	**	**	**	**	**	**
	27		23						
	-		-						
I can't remember	7% **		8% **	**	**	**	**	**	**
	4		4						
	-		-						
Effective Column n	48	1	47	10	13	10	15	19	28
Unweighted base	67	1	66	14	18	14	21	27	40
Weighted base	56	4	52	10	14	10	22	26	30
Columns	A	A	B	A	B	C	D	A	B

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

Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	A8	C1	C2	DE	Working	Not working
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n	15	23	7	1	3	1	27	21	13	14	12	9	33	14
Unweighted base	21	32	10	2	4	2	38	29	18	20	17	12	47	20
Weighted base	15	25	10	3	5	2	33	22	16	18	14	8	41	15
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect + by Demographics Part 3

	UK nation													Rurality		
Column %																
Weighted counts																
Column																
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n	1	2	2	4	7	2	9	4	3	34	6	4	4	35	13	0
Unweighted base	1	3	3	6	10	3	12	6	4	48	8	5	6	49	18	0
Weighted base	1	3	2	6	9	3	13	9	4	50	4	1	1	44	11	0
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C

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

Q14_2: Did you make a complaint about the problems you experienced with the services from... Collect+ by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Yes	**		43% 18	**	**	**	**	**	**	44% 21		
No	**		50% 20	**	**	**	**	**		48% 23		
I can't remember	**		7% 3	**	**	**	**	**		8% 4		
Effective Column n		11	37	2	5	11	16	9	6	43	5	
Unweighted base		15	52	3	7	15	22	12	8	60	7	
Weighted base		15	40	5	5	11	18	11	5	48	8	
Columns	A	B	A	B	C	D	E	F	A	B		

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

Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes		48% **		48% **	**	**	**		51%	44%
	62			53				37	25	
	-									
No		47% **		46% **	**	**	**	45%	50%	
	61			51				33	28	
	-									
I can't remember		5% **		6% **	**	**	**	4%	6%	
	6			6				3	3	
	-									
Effective Column n										
	113	7	106	29	27	26	30	62	51	
Unweighted base	154	10	144	40	37	36	41	84	70	
Weighted base	129	19	111	33	33	31	32	73	56	
Columns	A	A	B	A	B	C	D	A	B	

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

Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	**		55% **	**	**	**		43%	55% **	**	**	**		54% **					
			36					32	30					51					
							-	-					b						
No	**		43% **	**	**	**		54%	39% **	**	**	**		43% **					
			28					41	21					40					
							-	-											
I can't remember	**		2% **	**	**	**		4%	6% **	**	**	**		4% **					
			1					3	3					4					
							-	-											
Effective Column n	22	56	26	4	9	4	67	46	36	31	27	19	81	32					
Unweighted base	30	76	36	6	12	6	91	63	49	42	37	26	110	44					
Weighted base	25	65	29	6	11	5	76	54	40	36	34	19	95	34					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

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

Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	**	**	**	**	**	**	**	**	**	48%	**	**	**		50%	**	
											53						
											-						
No	**	**	**	**	**	**	**	**	**	47%	**	**	**		44%	**	
											52						
											-						
I can't remember	**	**	**	**	**	**	**	**	**	5%	**	**	**		6%	**	
											6						
											-						
Effective Column n	7	6	9	8	10	4	19	10	4	78	12	8	15	88	25	0	
Unweighted base	10	8	12	11	13	6	26	14	6	106	17	11	20	120	34	0	
Weighted base	10	8	16	11	12	6	26	16	7	111	9	6	4	105	24	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q14_3: Did you make a complaint about the problems you experienced with the services from... DHL by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income					QJ2: Internet usage			
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		44% **	**	**		57% **	**		45% **	
			44				25			55	
No	**		51% **	**	**		40% **	**		50% **	
			51				18			60	
I can't remember	**		5% **	**	**		3% **	**		5% **	
			5				1			6	
Effective Column n		24	89	12	7	25	37	21	11	106	7
Unweighted base		33	121	17	9	34	51	28	15	145	9
Weighted base		30	99	13	9	26	44	24	15	121	8
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_4. Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 1

Methodology			Quarter					Gender	
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		47% **		44% **	**	**	**		48% **
	37			33					22
	-		-						
No		47% **		50% **	**	**	**		46% **
	36			36					21
	-		-						
I can't remember		6% **		6% **	**	**	**		6% **
	4			4					3
	-		-						
Effective Column n									
	77	2	76	22	19	20	17	39	38
Unweighted base	98	2	96	28	24	25	21	50	48
Weighted base	78	4	73	23	22	17	15	46	32
Columns	A	A	B	A	B	C	D	A	B

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

Q14_4. Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	**	**	**	**	**	**	**		53% **	**	**	**		52% **					
									26					31					
									-										
No	**	**	**	**	**	**	**		42% **	**	**	**		42% **					
									21					25					
									-										
I can't remember	**	**	**	**	**	**	**		5% **	**	**	**		6% **					
									3					4					
									-										
Effective Column n	27	39	9	2	2	1	34	43	20	14	29	14	56	21					
Unweighted base	34	49	12	2	3	1	43	55	25	18	37	18	71	27					
Weighted base	26	42	7	2	3	1	28	50	15	13	34	15	60	18					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

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

Q14_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 3

UK nation											Rurality																
Column %																											
Weighted counts																											
Column																											
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown											
Yes	**	**	**	**	**	**	**	**	**	48%	**	**	**		52%	**	**										
											34					31											
No	**	**	**	**	**	**	**	**	**	47%	**	**	**		42%	**	**										
											34					26											
I can't remember	**	**	**	**	**	**	**	**	**	5%	**	**	**		6%	**	**										
											4					3											
Effective Column n																											
											2	2		2	8	9	6	18	6	5	57	5	6	9	57	20	0
Unweighted base	3	3		2	10	12	7	23	7	6	73	6	7	12	73	25	0										
Weighted base	3	3		1	11	10	7	24	7	5	71	3	2	2	60	18	0										
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C											

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

QI4_4: Did you make a complaint about the problems you experienced with the services from... FedEx by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		42% **	**	**	**	**	**		51% **	
			25							36	
No	**		50% **	**	**	**	**	**	b	47% **	
			30							33	
I can't remember	**		7% **	**	**	**	**	**		3% **	
			4							2	
Effective Column n											
	13		64	14	7	17	17	16	6	71	6
Unweighted base	17		81	18	9	22	21	20	8	90	8
Weighted base	18		60	15	7	16	14	20	5	71	7
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		51% **	49%	51%	47%	63%	46%	53%	50%
	239		178	74	59	62	44	108	131
	-								
No		41% **	42%	42%	47%	27%	47%	39%	43%
	192		154	61	59	27	45	80	112
	-				c		c		
I can't remember		7% **	9%	7%	6%	10%	7%	8%	6%
	33		31	10	7	10	6	16	17
	-								
Effective Column n									
	345	29	317	99	85	83	78	141	205
Unweighted base	518	43	475	149	128	124	117	211	307
Weighted base	463	101	363	145	125	98	95	204	260
Columns	A	A	B	A	B	C	D	A	B

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

Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	32%	49%	60%	**		65%	**	52%	51%	47%	56%	52%	50%	52%					
	25	91	87			36		122	117	47	74	58	59	147					
No			a			-		-											
	58%	45%	33%	**		30%	**	42%	41%	45%	40%	42%	40%	42%					
I can't remember	44	83	48			17		98	94	45	53	46	48	120					
	c					-		-						71					
I can't remember	10%	6%	7%	**		5%	**	6%	8%	8%	5%	6%	10%	6%					
	8	12	11			3		15	18	9	6	7	11	18					
Effective Column n																			
	59	140	108		19	39	19	179	167	83	95	79	87	196					
Unweighted base	88	210	162		29	58	29	268	250	125	143	119	131	294					
Weighted base	77	185	146		23	55	32	234	229	101	134	111	118	285					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

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

Q14_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 3

UK nation										Rurality							
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	**	**	**	**	**	**		46% **	**		51%	58% **	**		53%	47% **	
							25				205	23			176	62	
No	**	**	**	**	**	**		39% **	**		41%	38% **	**		39%	46% **	
							21				165	15			130	61	
I can't remember	**	**	**	**	**	**		15% **	**		8%	4% **	**		7%	7% **	
							8				31	2			24	9	
Effective Column n																	
	19	22		25	31	27	27	33	29	18	231	51	33	31	227	118	
Unweighted base	28	33		38	46	40	41	50	44	27	347	76	49	46	341	177	
Weighted base	32	45		42	53	43	51	55	53	26	400	40	15	8	331	133	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QI4_5: Did you make a complaint about the problems you experienced with the services from... Hermes by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income							QJ2: Internet usage		
Column %												
Weighted counts												
Column												
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Yes	**		51%	56%	38%	53%	46%	64%	54%	52% **		
			219	37	23	58	51	40	30	236		
No	**		42%	35%	54%	43%	44%	30%	40%	41% **		
			181	23	32	47	48	19	23	188		
I can't remember	**		7%	9%	8%	5%	9%	6%	6%	7% **		
			32	6	5	5	10	4	3	32		
Effective Column n												
	28	317	45	43	91	83	47	37	340	5		
Unweighted base	42	476	68	64	136	124	70	56	510	7		
Weighted base	32	432	67	59	109	109	63	56	457	6		
Columns	A	B	A	B	C	D	E	F	A	B		

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

Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes		41% **		37% **	**	**	**		35%	49%
	60		41					31	29	
	-									
No		52% **		53% **	**	**	**		60%	41%
	77		59					53	24	
	-							b		
I can't remember		7% **		9% **	**	**	**		5%	10%
	10		10					4	6	
	-									
Effective Column n										
	121	13	108	31	29	29	32	64	57	
Unweighted base	186	20	166	48	45	44	49	98	88	
Weighted base	148	37	111	41	32	35	39	89	59	
Columns	A	A	B	A	B	C	D	A	B	

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

Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	**		46% **	**	**	**		41%	40%	46% **	**	**		44%	34%				
			29					34	26	20				46	15				
								-	-										
No	**		49% **	**	**	**		52%	53%	47% **	**	**		52%	53%				
			31					43	34	21				55	23				
								-	-										
I can't remember	**		5% **	**	**	**		7%	7%	7% **	**	**		4%	13%				
			3					6	5	3				4	5				
								-	-										
Effective Column n																			
	30	55	28	4	7	3	72	49	40	32	25	23	78	41					
Unweighted base	47	85	43	6	11	5	111	75	62	49	39	36	121	63					
Weighted base	41	63	36	4	8	4	83	65	44	39	37	27	104	43					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

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

Q14_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Yes	**	**	**	**	**	**	**	**	**	39%	**	**	**		40%	43%		
										45				41	19			
No	**	**	**	**	**	**	**	**	**	53%	**	**	**		53%	49%		
										61				55	22			
I can't remember	**	**	**	**	**	**	**	**	**	8%	**	**	**		7%	8%		
										9				7	4			
Effective Column n																		
	4	4	7	3	8	8	16	9	7	66	23	12	20	75	45	0		
Unweighted base	6	6	11	5	12	12	24	14	11	101	35	19	31	116	70	0		
Weighted base	8	9	17	4	12	13	28	15	9	115	20	8	6	103	45	0		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QJ4_7: Did you make a complaint about the problems you experienced with the services from... DPD by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		40% **	**	**	**	**	**		41% **	
			52							58	
No	**		52% **	**	**	**	**	**		52% **	
			67							74	
I can't remember	**		7% **	**	**	**	**	**		7% **	
			9							10	
Effective Column n	14	107	13	14	23	28	30	12	117	4	
Unweighted base	21	165	20	21	36	43	47	19	180	6	
Weighted base	19	129	15	17	27	34	38	18	143	5	
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcellforce by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column										
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Yes		30% **		34% **	**	**	**		37%	22%
		38		36					25	13
	-									
No		64% **		59% **	**	**	**		58%	72%
		82		62					40	42
	-									
I can't remember		6% **		7% **	**	**	**		5%	6%
		7		7					4	3
	-									
Effective Column n										
		104	7	97	25	28	31	20	57	47
Unweighted base		158	10	148	38	43	47	30	86	72
Weighted base		127	22	105	28	36	39	23	69	58
Columns	A	A	B	A	B	C	D	A	B	

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

Q14. 8: Did you make a complaint about the problems you experienced with the services from... Parcellforce by Demographics Part 2

Age													SEG					Working status	
Column %																			
Weighted counts																			
Column																			
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Yes	**		33%	21%	**	**		27%	34%	**	**	**		32%	27%				
			18	8				17	21					27	12				
							-	-											
No	**		63%	67%	**	**		68%	60%	**	**	**		62%	68%				
			35	25				44	38					52	29				
							-	-											
I can't remember	**		5%	12%	**	**		5%	6%	**	**	**		6%	5%				
			3	4				4	4					5	2				
							-	-											
Effective Column n																			
	17	43	33	7	11	4	53	51	26	28	23	28	65	39					
Unweighted base	26	66	50	10	16	6	81	77	39	42	35	42	99	59					
Weighted base	22	56	37	5	12	7	65	63	33	32	30	33	84	43					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

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

Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcellforce by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Yes	**	**	**	**	**	**	**	**	**	26%	**	**	**		27%	40%		
										28					25	14		
No	**	**	**	**	**	**	**	**	**	68%	**	**	**		68%	53%		
										72					64	18		
I can't remember	**	**	**	**	**	**	**	**	**	6%	**	**	**		5%	7%		
										7					5	2		
Effective Column n	3	5	5	8	5	11	10	9	7	63	15	9	16	68	36	0		
Unweighted base	5	8	7	12	8	17	15	13	11	96	23	14	25	104	54	0		
Weighted base	5	10	6	14	8	19	15	16	13	107	12	4	4	93	34	0		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q14_8: Did you make a complaint about the problems you experienced with the services from... Parcellforce by Demographics Part 4											
Q87: Inability to leave home without help, due to illness or disability			QJ6: Annual household income						QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		31% **	**	**	**	**	**		31% **	**
			35							38	
No	**		63% **	**	**	**	**	**		64% **	**
			72							78	
I can't remember	**		6% **	**	**	**	**	**		6% **	**
			7							7	
Effective Column n											
	11	93	13	19	28	20	14		10	102	2
Unweighted base	16	142	20	29	43	30	21		15	155	3
Weighted base	13	114	17	23	37	20	16		13	122	5
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		50% **		43% **	**	**	**	**	**
		40		28					
	-								
No		47% **		52% **	**	**	**	**	**
		38		34					
	-								
I can't remember		4% **		4% **	**	**	**	**	**
		3		3					
	-								
Effective Column n									
	64	5	59	15	18	17	14	35	29
Unweighted base	88	7	81	21	25	23	19	48	40
Weighted base	81	16	65	21	25	19	15	49	32
Columns	A	A	B	A	B	C	D	A	B

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

Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 2

Age							SEG					Working status		
Column %														
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Yes	**	**	**	**	**	**		53% **	**	**	**	**		52% **
								25						26
								-						
No	**	**	**	**	**	**		43% **	**	**	**	**		46% **
								20						23
								-						
I can't remember	**	**	**	**	**	**		4% **	**	**	**	**		2% **
								2						1
								-						
Effective Column n	19	25	12	5	9	4	39	26	21	17	13	12	41	23
Unweighted base	26	34	16	7	12	5	53	35	29	24	18	17	56	31
Weighted base	24	30	16	5	10	5	47	34	23	24	16	18	50	29
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	**	**	**	**	**	**	**	**	**	49%	**	**	**		53%	**	
										35					35		
No	**	**	**	**	**	**	**	**	**	46%	**	**	**		43%	**	
										33					28		
I can't remember	**	**	**	**	**	**	**	**	**	4%	**	**	**		3%	**	
										3					2		
										-							
Effective Column n	4	2	1	7	7	6	11	6	5	48	6	3	7	46	18	0	
Unweighted base	5	3	2	9	9	8	15	8	7	66	8	4	10	63	25	0	
Weighted base	4	5	2	9	9	9	16	10	7	71	6	2	2	65	16	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

Q14_11: Did you make a complaint about the problems you experienced with the services from... UPS by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability											
QJ6: Annual household income										QJ2: Internet usage	
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		46% **	**	**	**	**	**		48% **	**
			35							36	
No	**		50% **	**	**	**	**	**		50% **	**
			37							38	
I can't remember	**		4% **	**	**	**	**	**		2% **	**
			3							2	
Effective Column n											
	6		58	8	8	12	15	12	9	60	3
Unweighted base	8		80	11	11	17	20	17	12	83	4
Weighted base	6		75	11	11	14	17	16	12	76	4
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail by Demographics Part 1

Methodology				Quarter				Gender	
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		42% **		40% **	**	**	**	**	**
	24		21						
		-	-						
No		44% **		49% **	**	**	**	**	**
	25		25						
		-	-						
I can't remember		13% **		11% **	**	**	**	**	**
	8		5						
		-	-						
Effective Column n									
	51	2	50	11	15	11	15	24	27
Unweighted base	68	2	66	14	20	14	20	32	36
Weighted base	57	5	52	10	22	12	13	25	32
Columns	A	B	A	B	C	D	A	B	

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

Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail by Demographics Part 2

	Age						SEG						Working status	
Column %														
Weighted counts														
Column														
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**	**
No	**	**	**	**	**	**	**	**	**	**	**	**	**	**
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**	**
Effective Column n														
	15	22	11	2	3	2	26	25	13	14	16	9	29	21
Unweighted base	20	29	15	2	4	2	35	33	17	18	21	12	39	28
Weighted base	14	25	14	2	4	2	30	27	16	14	19	8	36	20
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B

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

Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail by Demographics Part 3

UK nation															Rurality				
Column %																			
Weighted counts																			
Column																			
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Yes	**	**	**	**	**	**	**	**	**	**	**	**	**		41%	**			
															19	**			
No	**	**	**	**	**	**	**	**	**	**	**	**	**		42%	**			
															19	**			
I can't remember	**	**	**	**	**	**	**	**	**	**	**	**	**		17%	**			
															8	**			
Effective Column n	5	2	4	2	5	4	10	3	2	37	5	3	6	38	14	0			
Unweighted base	7	3	5	2	7	5	13	4	3	49	7	4	8	50	18	0			
Weighted base	7	3	7	2	6	5	13	4	3	51	3	1	1	45	12	0			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

Q14_12: Did you make a complaint about the problems you experienced with the services from... UK Mail by Demographics Part 4

	Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		41% **	**	**	**	**	**		42% **	
			20							24	
No	**		46% **	**	**	**	**	**		44% **	
			22							25	
I can't remember	**		13% **	**	**	**	**	**		13% **	
			6							8	
Effective Column n											
	8		43	8	5	12	11	8	8	51	
Unweighted base	11		57	11	7	16	14	10	10	68	
Weighted base	9		48	8	7	16	9	9	8	57	
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		50% **		47%	52%	43%	60%	44%	53%
	156		110	43	36	48	29	82	74
	-								
No		44% **		46%	39%	57%	35%	48%	43%
	139		108	32	48	28	31	67	72
	-								
I can't remember		6% **		7%	10%	0%	6%	8%	4%
	18		18	8	0	5	5	6	12
	-		a						
Effective Column n									
	211	18	193	55	47	58	51	93	118
Unweighted base	349	29	320	91	78	96	84	154	195
Weighted base	313	77	236	83	83	81	66	155	158
Columns	A	A	B	A	B	C	D	A	B

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

Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 2

Age							SEG					Working status			
Column %															
Weighted counts															
Column															
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working	
Yes	**		50%	49%	**	**		46%	55%	53%	41%	50%	60%	48%	52%
			60	47				79	77	37	43	32	45	90	64
							-	-							
No	**		44%	47%	**	**		46%	42%	41%	50%	46%	39%	45%	45%
			53	45				81	58	28	53	30	29	84	56
							-	-							
I can't remember	**		5%	4%	**	**		8%	3%	6%	9%	4%	2%	7%	3%
			6	4				14	4	4	10	3	1	14	4
							-	-							
Effective Column n															
	24	92	65	17	30	13	123	88	55	68	38	50	122	88	
Unweighted base															
	39	153	108	28	49	21	203	146	91	112	63	83	202	145	
Weighted base															
	44	120	97	31	52	21	174	139	69	106	64	75	188	124	
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B	

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

Q14_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column																	
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Yes	**	**	**	**	**	**	**	**	**	-	50%	49%	**	**	52%	46%	
										133	13				108	48	
No	**	**	**	**	**	**	**	**	**	-	44%	50%	**	**	43%	49%	
										118	14				89	50	
I can't remember	**	**	**	**	**	**	**	**	**	-	6%	1%	**	**	6%	5%	
										16	0				12	5	
Effective Column n											-	132	31	22	25	137	74
	6	11		11	16	17	21	19	18	13						0	
Unweighted base	10	19		18	27	28	35	31	30	21	219	52	37	41	227	122	
Weighted base	11	25		22	28	33	51	36	36	25	268	27	12	7	210	104	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QI4_14: Did you make a complaint about the problems you experienced with the services from... Yodel by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column											
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Yes	**		48%	51% **		43%	50%	59% **		50% **	
			139	24		26	37	26		155	
			b			b		b		-	
No	**		46%	41% **		54%	45%	33% **		44% **	
			132	19		33	33	14		136	
									-		
I can't remember	**		6%	8% **		3%	5%	8% **		6% **	
			18	4		2	3	3		18	
									-		
Effective Column n		16	195	30	21	48	53	31	27	209	1
Unweighted base		26	323	50	35	80	88	52	44	347	2
Weighted base		24	289	47	30	61	73	43	59	309	4
Columns	A	B	A	B	C	D	E	F	A	B	

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

Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 1

Methodology			Quarter				Gender		
Column %									
Weighted counts									
Column									
Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Yes		64% **		62%	58% **	**		56%	60%
	100		80	28			21	41	66%
	-								59
No		30% **		31%	34% **	**		38%	33%
	48		39	16			14	23	28%
	-								25
I can't remember		6% **		7%	8% **	**		6%	7%
	10		10	4			2	5	6%
	-								5
Effective Column n									
	123	7	116	34	27	28	34	53	70
Unweighted base									
	185	11	174	51	41	42	51	80	105
Weighted base	157	29	128	48	41	31	38	68	89
Columns	A	A	B	A	B	C	D	A	B

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

Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 2

Age													SEG				Working status	
Column %																		
Weighted counts																		
Column																		
Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Yes	**		66%	69%	**	**		61%	66%	**		53%	**	68%				
			41	36				53	47			27		55				
							-	-						60%				
No	**		33%	19%	**	**		32%	29%	**		**	29%	32%				
			21	10				27	20			20	24	24				
							-	-										
I can't remember	**		0%	11%	**	**		7%	5%	**		**	3%	8%				
			0	6				6	4			4	2	6				
							-	-										
Effective Column n																		
	21	49	41	8	13	5	68	55	28	41	23	32	64	59				
Unweighted base																		
	31	73	62	12	19	7	103	82	42	61	34	48	96	88				
Weighted base																		
	26	62	52	10	17	7	87	71	36	51	29	42	81	76				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

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

Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 3

UK nation											Rurality							
Column %																		
Weighted counts																		
Column																		
Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Yes	**	**	**	**	**	**	**	**	**	63%	**	**	**		62%	**	**	
											85					76		
No	**	**	**	**	**	**	**	**	**	30%	**	**	**		31%	**	**	
											41					38		
I can't remember	**	**	**	**	**	**	**	**	**	7%	**	**	**		7%	**	**	
											9					9		
Effective Column n																		
	5	13	7	11	7	11	11	9	5	79	17	15	13	91	32	0		
Unweighted base	8	19		11	16	11	17	16	14	7	119	25	22	19	137	48	0	
Weighted base	8	25		13	21	10	18	16	16	9	135	13	7	3	123	35	0	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

Q14_15: Did you make a complaint about the problems you experienced with the services from... Amazon Logistics by Demographics Part 4

Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage	
Column %										
Weighted counts										
Column										
Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Yes	**		64% **	**	**		62% **	**		64% **
			92				28			99
No	**		30% **	**	**		30% **	**	-	30% **
			43				13			47
I can't remember	**		7% **	**	**		8% **	**	-	6% **
			9				4			10
Effective Column n									-	
	11	112	21	17	21	35	19	10	122	1
Unweighted base	16	169	31	26	31	53	29	15	183	2
Weighted base	13	144	26	22	24	45	27	14	156	2
Columns	A	B	A	B	C	D	E	F	A	B

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

QJ1: What is your working status? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology		Quarter					Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Working full time (30hrs+ per week)	34%	40%	33%	33%	35%	33%	36%	44%	25%
	2073	451	1622	512	530	506	525	1300	773
	-	B						B	
Working part time (8-29hrs per week)	16%	15%	16%	18%	15%	16%	15%	11%	21%
	967	166	801	276	226	245	220	325	642
	-								A
Not working (less than 8hrs per week) – retired	23%	22%	24%	23%	23%	23%	24%	23%	24%
	1411	245	1166	350	353	358	351	685	726
	-								
Not working (less than 8hrs per week) – unemployed/ looking for work	5%	4%	5%	5%	5%	5%	5%	6%	3%
	288	48	240	70	69	80	69	184	104
	-							B	
Not working (less than 8hrs per week) – student	6%	5%	6%	5%	6%	6%	6%	6%	5%
	341	57	284	73	85	99	84	177	163
	-								
Not working (less than 8hrs per week) – housewife/ househusband	7%	7%	8%	8%	8%	7%	7%	2%	13%
	451	80	371	122	117	103	109	51	400
	-								A
Not working (less than 8hrs per week) – unable to work due to disability/other	8%	6%	9%	8%	8%	9%	7%	8%	9%
	493	72	422	130	124	131	108	225	268
	-		a						
I don't know	1%	0%	1%	1%	0%	0%	1%	1%	0%
	31	3	28	12	5	5	9	20	11
	-								
NET: Working	50%	55%	49%	51%	50%	49%	51%	55%	46%
	3041	617	2424	788	756	751	745	1625	1416
	-	b						B	
NET: Not working	49%	45%	50%	48%	50%	51%	49%	45%	54%
	2984	501	2483	745	747	771	721	1323	1661
	-		a						A
Effective Column n									
	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents

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

QJ1: What is your working status? by Demographics Part 2

	Age												SEG				Working status			
Column %																				
Weighted counts																				
Column Comparisons	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working
Working full time (30hrs+ per week)	24%	55%	39%	3%	2%	2%	37%	31%	39%	35%	43%	22%	68%	2073	0					
	207	1072	762	20	32	12	1179	894	512	668	556	338	2073	0						
	D F	A C D F	A D F		-		-	-	d F	F	D F		B							
Working part time (8-29hrs per week)	22%	17%	20%	7%	5%	4%	15%	17%	12%	17%	17%	17%	32%	967	0					
	183	331	384	41	69	27	482	485	154	328	226	259	967	0						
	b D F	D F	D F	f	-		-	-		C	c	c	B							
Not working (less than 8hrs per week) – retired	1%	0	14%	81%	84%	86%	31%	14%	35%	29%	17%	11%	0	47%						
	5	9	277	486	1120	634	1010	401	452	558	223	178	0	1411						
			AB	ABC	-	ABC	-	-	d E F	E F	F			A						
Not working (less than 8hrs per week) – unemployed/ looking for work	9%	6%	5%	0%	0%	0%	2%	8%	2%	2%	2%	12%	0%	10%						
	73	123	92	0	0	0	68	221	28	39	29	192	0	288						
	c D F	D F	D F		-		-	-				C D E		A						
Not working (less than 8hrs per week) – student	36%	2%	0%	0%	0%	0%	7%	5%	4%	8%	5%	4%	0%	11%						
	307	30	4	0	0	0	212	128	54	159	66	62	0	341						
	B C D F	C d f			-		-	-		C e F				A						
Not working (less than 8hrs per week) – housewife/ househusband	3%	10%	9%	3%	4%	4%	5%	11%	5%	5%	10%	11%	0%	15%						
	26	201	176	19	47	28	149	301	61	88	132	169	0	451						
		A D F	A D F		-		-	-			C D	C D		A						
Not working (less than 8hrs per week) – unable to work due to disability/other	4%	8%	12%	5%	5%	4%	3%	14%	3%	3%	4%	22%	0%	17%						
	31	164	236	30	63	32	93	401	38	55	58	343	0	493						
		A d f	A b D F		-		-	-				C D E		A						
I don't know	2%	0%	0%	0%	0%	0%	0%	1%	0%	1%	0%	1%	0%	0%						
	15	6	8	1	2	1	16	15	4	12	6	9	0	0						
	B c d f				-		-	-					-	-						
NET: Working	46%	72%	59%	10%	8%	5%	52%	48%	51%	52%	60%	38%	100%	0%						
	391	1404	1146	61	100	39	1662	1379	666	996	783	596	3041	0						
	D F	A C D F	A D F	f	-		-	-	F	F	C D F		B							
NET: Not working	52%	27%	40%	90%	92%	95%	48%	51%	49%	47%	39%	61%	0	100%						
	442	528	785	535	1230	695	1532	1452	633	899	508	944	0	2984						
	B C		B	A B C	-	A B C d	-	-	E	E		C D E		A						
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092						
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870						
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984						
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B						

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ1: What is your working status? by Demographics Part 3

	UK nation												Rurality						
Column %																			
Weighted counts																			
Column Comparisons																			
	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Working full time (30hrs+ per week)	32%	34%	39%	34%	34%	34%	32%	42%	33%	29%	34%	31%	30%	41%	37%	28%	**		
	175	187	203	183	191		180	288	193	155	1755	152	92	75	1580	493			
							a f h i k l			-			k l	B					
Working part time (8-29hrs per week)	16%	15%	15%	15%	18%	19%	17%	16%	16%	16%	13%	17%	15%	16%	17%	17%	**		
	85	81	77	80	99	107	118	94	85	827	61	52	28	668	298				
Not working (less than 8hrs per week) – retired	26%	24%	21%	22%	19%	23%	15%	32%	22%	23%	32%	26%	16%	20%	30%	30%	**		
	142	134	111	119	106	126	99	192	119	1149	156	78	29	871	540				
	G m	g	g	g		g		b c d e f G I M	g	-	b c d e f G I M	G M			A				
Not working (less than 8hrs per week) – unemployed/ looking for work	6%	5%	2%	6%	6%	4%	6%	4%	4%	5%	4%	6%	4%	5%	4%	4%	**		
	33	25	13	31	35	22	42	21	21	244	19	17	7	207	80	4%	**		
Not working (less than 8hrs per week) – student	5%	8%	4%	6%	5%	5%	9%	4%	6%	6%	4%	2%	5%	6%	4%	4%	**		
	27	43	22	34	30	30	60	25	33	305	20	7	9	265	75	7%	**		
Not working (less than 8hrs per week) – housewife/ househusband	8%	5%	8%	6%	9%	8%	4%	7%	10%	7%	9%	9%	10%	7%	8%	8%	**		
	42	28	43	33	48	45	29	39	56	362	44	27	17	301	147				
Not working (less than 8hrs per week) – unable to work due to disability/other	8%	10%	10%	11%	8%	8%	5%	5%	11%	8%	6%	10%	9%	8%	9%	9%	**		
	41	54	51	57	44	45	37	28	60	417	31	29	16	340	152				
I don't know	1%	0%	1%	1%	0%	1%	1%	0%	0%	1%	0%	0%	0%	1%	0%	0%	**		
	3	1	5	5	2	4	6	1	2	29	1	0	1	29	2	2%	**		
NET: Working	48%	48%	53%	48%	52%	51%	60%	48%	45%	51%	44%	47%	56%	53%	44%	44%	**		
	261	268	281	262	290	287	406	287	240	2582	213	144	102	2248	791				
			k			a b d h I K l			-			k l	B						
NET: Not working	52%	51%	46%	51%	47%	48%	39%	51%	54%	49%	56%	52%	43%	47%	56%	56%	**		
	285	284	240	274	263	268	267	305	289	2476	270	159	79	1985	993				
Effective Column n	g	g		g			g	G	-	c G m	g m			A					
	273	300		284	304	286	380	317	281	2715	549	537	523	2946	1374	4			
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6			
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7			
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QJ1: What is your working status? by Demographics Part 4

		Q87: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %													
Weighted counts													
Column Comparisons		Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
Working full time (30hrs+ per week)		36%	34%	9%	23%	36%	51%	61%	26%	35%	15%		
		147	1926	75	198	512	639	377	272	2042	29		
				A	AB F	AB C F	AB C D F	A	B				
Working part time (8-29hrs per week)		10%	16%	18%	17%	18%	16%	12%	14%	16%	14%		
		39	928	152	151	248	200	74	143	936	26		
			a										
Not working (less than 8hrs per week) – retired		12%	24%	22%	30%	26%	18%	16%	26%	22%	51%		
		47	1364	187	258	360	232	97	277	1311	99		
			A	e	a D E	D E			D E		A		
Not working (less than 8hrs per week) – unemployed/ looking for work		2%	5%	12%	5%	3%	1%	2%	6%	5%	4%		
		7	281	104	43	44	18	13	68	279	8		
			a	B C D E F	D e	d			c D e				
Not working (less than 8hrs per week) – student		2%	6%	9%	4%	4%	3%	3%	11%	6%	1%		
		8	333	77	38	51	39	21	114	339	2		
			a	b C D E					B C D E	b			
Not working (less than 8hrs per week) – housewife/ househusband		4%	8%	6%	8%	9%	8%	4%	8%	7%	7%		
		15	435	50	71	122	98	26	84	438	13		
			a			e							
Not working (less than 8hrs per week) – unable to work due to disability/other		34%	6%	23%	12%	5%	3%	1%	7%	8%	9%		
		137	356	195	108	71	37	5	77	474	18		
			B	B C D E F	C D E f	d E	e		c D E				
I don't know		1%	0%	1%	1%	0%	0%	0%	1%	0%	0%		
		4	27	7	6	3	0	2	13	23	0		
				d	d				c d				
NET: Working		46%	51%	27%	40%	54%	66%	73%	40%	51%	28%		
		186	2855	227	349	760	839	451	416	2978	55		
				A	AB F	AB C F	AB C D F	A	B				
NET: Not working		53%	49%	72%	59%	46%	34%	26%	59%	49%	72%		
		215	2770	614	518	648	424	162	619	2840	139		
				B C D E F	C D E	D E	e		C D E		A		
Effective Column n		268	4056	590	583	1014	927	472	739	4175	138		
Unweighted base		368	5566	809	800	1391	1272	648	1014	5729	189		
Weighted base		405	5651	847	873	1411	1262	616	1047	5841	194		
Columns		A	B	A	B	C	D	E	F	A	B		

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology			Quarter				Gender	
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
I have internet access at home, and I personally use it	95%	86%	98%	95%	95%	96%	96%	95%	95%
	5779	960	4819	1467	1438	1460	1414	2831	2948
	-		A						
I have internet access at home, but I don't personally use it	2%	4%	1%	2%	2%	2%	1%	2%	1%
	92	43	49	24	23	24	21	46	46
	-	B							
I don't have internet access at home, but I use it elsewhere	1%	2%	1%	1%	1%	1%	1%	1%	1%
	62	18	44	15	22	14	10	32	30
	-								
I don't have access to the internet	2%	9%	0%	2%	1%	2%	2%	2%	2%
	102	99	3	33	19	24	26	47	56
	-	B							
I don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%
	21	1	20	6	6	5	4	12	9
	-								
NET: Internet user	96%	87%	99%	96%	97%	97%	97%	96%	96%
	5841	978	4863	1482	1460	1474	1424	2863	2978
	-		A						
NET: Internet non-user	3%	13%	1%	4%	3%	3%	3%	3%	3%
	194	142	52	57	42	48	47	93	101
	-	B							
Effective Column n	4324	801	3524	1107	1080	1090	1048	2076	2248
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; **Base:** All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc. by Demographics Part 2

	Age					SEG										Working status	
Column %																	
Weighted counts																	
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
I have internet access at home, and I personally use it	95%	98%	96%	91%	91%	90%	97%	94%	98%	97%	95%	93%	97%	94%			
	809	1893	1868	546	1209	663	3117	2662	1276	1841	1228	1434	2953	2805			
	d f	a c D F	D F		-		-	-	E F	F			B				
I have internet access at home, but I don't personally use it	2%	1%	1%	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%	2%			
	20	25	17	15	29	15	39	53	14	25	25	28	46	46			
					-		-	-									
I don't have internet access at home, but I use it elsewhere	1%	0%	1%	1%	1%	1%	1%	1%	0%	1%	1%	1%	1%	1%			
	9	9	28	6	15	9	23	38	6	18	17	21	25	35			
					-		-	-									
I don't have access to the internet	0%	0%	1%	5%	6%	6%	1%	3%	0%	1%	1%	4%	0%	3%			
	1	3	20	30	78	48	26	76	6	20	18	57	9	93			
			a b	A B C	-	A B C	-	-			c	C D e		A			
I don't know	1%	0%	0%	0%	0%	0%	0%	1%	0%	0%	1%	1%	0%	0%			
	9	7	4	0	1	1	5	17	2	3	8	9	8	5			
					-		-	-									
NET: Internet user	97%	98%	98%	93%	92%	91%	98%	95%	98%	97%	96%	94%	98%	95%			
	818	1903	1896	553	1224	671	3140	2701	1282	1858	1245	1455	2978	2840			
	d F	a D F	D F		-		-	-	e F	F	f		B				
NET: Internet non-user	2%	1%	2%	7%	8%	8%	2%	5%	2%	2%	3%	6%	2%	5%			
	21	29	38	45	107	62	65	129	20	45	43	86	55	139			
				A B C	-	A B C	-	-			c	C D e		A			
Effective Column n																	
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092			
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870			
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc. by Demographics Part 3

	UK nation											Rurality					
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
I have internet access at home, and I personally use it	97% 530	96% 533	96% 505	93% 506	95% 528	97% 542	94% 639	96% 569	94% 502	95% 4855	95% 462	94% 286	97% 175	95% 4038	97% 1734	**	
															a		
I have internet access at home, but I don't personally use it	1% 5	2% 12	1% 6	2% 11	1% 8	1% 5	2% 16	1% 9	1% 5	1% 76	2% 9	2% 5	1% 2	2% 73	1% 19	**	
I don't have internet access at home, but I use it elsewhere	0% 2	0% 1	0% 1	2% 10	1% 4	1% 6	2% 14	1% 5	2% 10	1% 54	1% 3	1% 4	1% 1	1% 52	1% 10	**	
I don't have access to the internet	2% 12	1% 6	2% 11	2% 9	3% 14	1% 6	1% 5	1% 8	2% 11	2% 81	2% 10	3% 8	2% 3	2% 81	1% 22	**	
I don't know	0% 0	0% 1	0% 2	1% 6	0% 1	0% 0	1% 5	0% 2	1% 3	0% 20	0% 0	0% 1	0% 0	0% 18	0% 3	**	
NET: Internet user	97% 532	96% 534	96% 507	95% 516	96% 532	98% 548	96% 654	97% 574	96% 512	97% 4909	96% 465	96% 289	97% 176	96% 4090	98% 1743	**	
															a		
NET: Internet non-user	3% 16	3% 18	3% 16	4% 20	4% 22	2% 11	3% 21	3% 17	3% 16	3% 157	4% 19	4% 13	3% 5	4% 154	2% 41	**	
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QJ2: Which of the following statements best describes your internet usage? Please think of how you access the internet using any device, e.g. PC, mobile phone, tablet, TV, etc. by Demographics Part 4

QJ2: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column %	QJ2: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
I have internet access at home, and I personally use it	89% 361	96% 5418	93% 790	96% 834	97% 1371	98% 1239	99% 609	89% 936	99% 5779	0%	
		A	f	F	A F	A b F	A b c F		B		
I have internet access at home, but I don't personally use it	5% 20	1% 72	1% 9	2% 15	2% 22	1% 14	0% 3	3% 30	0% 0	47% 92	
	B									A	
I don't have internet access at home, but I use it elsewhere	1% 6	1% 56	2% 19	1% 9	1% 12	0% 4	0% 1	2% 16	1% 62	0% 0	
			d e					d			
I don't have access to the internet	3% 12	2% 91	3% 27	1% 12	0% 6	0% 0	0% 0	6% 58	0% 0	53% 102	
			b C D E	d e				B C D E		A	
I don't know	1% 6	0% 16	0% 3	0% 3	0% 1	0% 5	0% 2	1% 7	0% 0	0% 0	
	b										
NET: Internet user	91% 367	97% 5473	95% 809	97% 843	98% 1383	98% 1243	99% 611	91% 953	100% 5841	0% 0	
		A	f	F	a F	A b F	A b F		B		
NET: Internet non-user	8% 32	3% 162	4% 36	3% 27	2% 28	1% 14	0% 3	8% 87	0% 0	100% 194	
	B		c D E	d e	e			a B C D E		A	
Effective Column n											
	268	4056	590	583	1014	927	472	739	4175	138	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents

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

Q3: How many adults and children live in your household? by Demographics Part 1

Methodology		Quarter					Gender		
Average									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Adults	-	2.1	2.1	2.1	2.1	2.1	2.1	2.1	2.1
								B	
Children	-	0.5	0.6	0.5	0.5	0.5	0.5	0.5	0.5
			B						
Effective Column n		805	3540	1107	1080	1090	1048	2077	2249
Standard Deviation	1.5	1.4	1.5	1.7	1.5	1.3	1.4	1.6	1.3
Unweighted base	5934.0	1099.0	4835.0	1519.0	1482.0	1495.0	1438.0	2849.0	3085.0
Weighted base	6056.0	1121.0	4935.0	1545.0	1509.0	1527.0	1475.0	2967.4	3088.6
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 2

	Age										SEG				Working status	
Average																
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working		
Adults	2.8	2.1	2.0	1.9	1.8	1.7	2.1	2.1	2.1	2.1	2.1	2.2	2.1	2.2	2.0	
	B C D F	c D F	D F	F	-	-	-	-	-	-	-	c D F	B	0.6	0.3	
Children	0.6	0.9	0.3	0.0	0.0	0.0	0.4	0.6	0.5	0.4	0.7	0.5	0.6	0.6	0.3	
	C D F	A C D F	D F	-	-	-	-	-	d	-	C D F	d	B	0.6	0.3	
Effective Column n	606	1443	1412	455	872	416	2373	1952	1035	1341	865	1088	2213	2092		
Standard Deviation	1.8	1.7	1.2	0.7	0.7	0.7	1.6	1.4	1.3	1.7	1.3	1.4	1.5	1.4		
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870		
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984		
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B		

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ3: How many adults and children live in your household? by Demographics Part 3

UK nation																Rurality												
Average	Column	Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown										
Adults	2.0		K	2.1		2.0	2.1	K	2.2		k	2.1		1.9	2.0	K	2.1	2.1	2.1 **									
Children	0.3			0.4		0.7	0.5	K	0.5		k	0.5	0.4	0.3	0.4	K	0.5	0.5	0.4 **									
Effective Column n	273			300	A B d h i K L	285	k		290	a k l		304	a k		287	a K l		381	317	281	3145	570	575	A K l	B	2948	1374	4
Standard Deviation		1.1		1.2		1.5		1.3	1.5		1.4	2.3	1.4	1.3	1.5	1.2	1.3	1.4	1.6	1.3	1.9							
Unweighted base		374		412		390		398	417		393	522	435	385	3726	752	737	718	4043	1885	6							
Weighted base		549		554		526		542	555		559	679	593	531	5087	484	303	182	4262	1787	7							
Columns	A	B	C		D	E	F		G	H	I	J	K	L	M	A	B	C										

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

QJ3: How many adults and children live in your household? by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability				QJ6: Annual household income				QJ2: Internet usage							
Average	Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user				
Adults		2.1	2.1	1.7	a	1.9	2.1	2.2	2.5	I don't know/ I prefer not to answer	2.2	2.1	1.8		
Children		0.7	0.5	0.2	a	0.3	AB	0.6	AB c	AB C D F	AB	B	0.4		
Effective Column n	b	268	4056	590	a	583	AB	1014	AB f	AB f	A b	741	4176		
Standard Deviation		2.7	1.4	1.4		1.3		1.8	1.3		1.4	1.5	2.2		
Unweighted base		368	5566	809		800	1391	1272	648		1014	5729	189		
Weighted base		405	5651	847		873	1411	1262	616		1047	5841	194		
Columns	A	B	A	B		C	D	E	F		A	B			

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

Q14: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 1

Column % Weighted counts Column Comparisons	Methodology							Quarter		Gender		
	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female			
Difficulty in speaking or communicating	1%	0%	2%	2%	1%	1%	1%	1%	2%	1%		
	84	8	77	27	22	14	22	51	34			
	-		A									
Cannot walk very far or manage the stairs or can only do so with difficulty	8%	6%	10%	9%	9%	8%	8%	7%	10%			
	515	153	362	145	128	117	125	215	300			
	-		A						a			
Mental health problems or difficulties	7%	2%	10%	8%	7%	7%	6%	6%	8%			
	424	47	378	120	105	105	94	182	242			
	-		A						a			
Breathlessness or chest pains	6%	5%	7%	7%	7%	5%	5%	6%	6%			
	370	115	255	109	110	82	69	173	197			
	-		a									
Other illnesses/ health problems which limit your daily activities/ work you can do	4%	2%	5%	4%	4%	4%	3%	3%	4%			
	226	53	173	57	64	62	43	103	123			
	-		A									
Poor hearing, partial hearing or deafness	3%	2%	5%	4%	3%	3%	4%	4%	3%			
	201	39	162	64	42	43	54	119	83			
	-		A					b				
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	4%	3%	5%	4%	3%	5%	4%	3%	5%			
	244	72	172	63	45	73	62	98	146			
	-		a						a			
Poor vision, partial sight or blindness	3%	2%	3%	4%	1%	2%	3%	3%	2%			
	154	47	107	69	19	27	39	86	68			
	-		a	B c								
Dyslexia	1%	1%	1%	1%	1%	1%	1%	1%	1%			
	63	18	45	10	19	17	16	33	30			
	-											
Cannot walk at all/ use a wheelchair	1%	1%	1%	1%	1%	1%	1%	1%	1%			
	51	17	34	13	10	17	10	29	21			
	-											
Prefer not to say	3%	4%	2%	3%	3%	2%	2%	2%	3%			
	168	93	75	47	49	38	34	73	95			
	-	b										
None	74%	81%	69%	70%	74%	76%	76%	75%	73%			
	4473	1997	2477	1084	1111	1158	1121	2226	2247			
	-	B				a	a					
NET: Any limiting difficulties	23%	15%	29%	27%	23%	22%	22%	23%	24%			
	1415	362	1052	414	350	331	320	668	747			
	-		A	c d								
Effective Column n	3484	645	2838	892	870	878	844	1673	1811			
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085			
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089			
Columns	A	A	B	A	B	C	D	A	B			

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

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

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 2

	Age										SEG										Working status		
Column %																							
Weighted counts																							
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working									
Difficulty in speaking or communicating	2%	2%	1%	0%	0%	0%	1%	2%	2%	1%	1%	2%	2%	1%	1%								
	18	44	20	1	2	1	32	53	53	11	21	25	28	43	42								
	d f	c d f			-		-	-															
Cannot walk very far or manage the stairs or can only do so with difficulty	1%	4%	11%	12%	17%	22%	6%	11%	5%	7%	8%	13%	2%	15%									
	10	71	204	79	230	151	203	312	70	133	107	205	67	447									
		a	A B	A B	-	A B C d	-	-			c	C D e		A									
Mental health problems or difficulties	13%	9%	6%	1%	1%	1%	4%	10%	3%	5%	5%	15%	5%	9%									
	108	182	122	6	12	6	126	299	35	91	70	229	146	273									
	b C D F	c D F	D F		-		-	-		c	c	C D E		A									
Breathlessness or chest pains	5%	3%	6%	11%	12%	14%	4%	9%	5%	3%	8%	9%	2%	10%									
	39	53	114	69	164	95	127	243	65	62	101	142	72	297									
			B	A B c	-	A B C	-	-			c D	C D		A									
Other illnesses/ health problems which limit your daily activities/ work you can do	2%	3%	4%	4%	5%	5%	3%	5%	3%	3%	3%	6%	2%	6%									
	20	61	84	24	60	36	93	133	41	51	44	89	53	172									
					-		-	-				c d e		A									
Poor hearing, partial hearing or deafness	2%	1%	3%	4%	7%	10%	3%	3%	4%	3%	3%	4%	2%	5%									
	19	29	58	26	95	69	104	97	49	55	38	59	59	141									
			b	b	-	A B C d	-	-						A									
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	1%	2%	6%	5%	6%	8%	3%	6%	2%	3%	3%	7%	1%	7%									
	7	43	107	33	86	53	85	159	31	55	45	114	45	199									
			A B	A b	-	A B	-	-				C D E		A									
Poor vision, partial sight or blindness	3%	2%	2%	3%	3%	3%	2%	3%	3%	1%	3%	4%	2%	3%									
	27	41	41	21	44	23	63	91	36	27	33	58	64	88									
					-		-	-				d											
Dyslexia	3%	2%	0%	0%	0%	0%	1%	1%	1%	1%	1%	2%	1%	1%									
	21	30	9	1	2	1	23	40	8	15	13	26	34	28									
	C d f	c d f		-	-	-	-	-															
Cannot walk at all/ use a wheelchair	1%	1%	1%	1%	1%	1%	1%	1%	1%	0%	1%	2%	0%	1%									
	6	17	12	8	15	7	19	32	10	8	9	23	14	37									
					-		-	-						a									
Prefer not to say	3%	3%	3%	1%	3%	4%	3%	2%	4%	3%	2%	3%	2%	3%									
	22	51	62	4	33	29	104	64	56	48	25	39	76	82									
			d		-	d	-	-															
None	75%	79%	74%	75%	66%	58%	79%	68%	81%	78%	77%	60%	85%	62%									
	632	1538	1426	479	877	399	2548	1925	1095	1452	1003	922	2652	1812									
	F	a c F	F	F	-	-	-	-	F	F	F		B										
NET: Any limiting difficulties	23%	18%	23%	25%	32%	38%	17%	30%	15%	19%	21%	38%	13%	35%									
	194	349	450	157	421	264	558	857	207	350	276	581	399	1009									
	b		b	b	-	A B C D	-	-		c	c	C D E		A									
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685									
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870									
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902									
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

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

Q14: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Difficulty in speaking or communicating	1%	1%		2%	3%	2%	0%	2%	1%	2%	1%	1%	1%	1%	2%	2%		
	3	4		11	14	11	3	13	6	8	73	5	5	2	61	23		
										-								
Cannot walk very far or manage the stairs or can only do so with difficulty	10%	9%		11%	9%	8%	7%	3%	7%	10%	8%	9%	14%	8%	8%	10%		
	54	53		56	50	44	37	24	44	52	414	44	43	14	359	156		
	g	g	g		g				g	-	g	f g m						
Mental health problems or difficulties	7%	8%		7%	9%	6%	9%	5%	5%	9%	7%	7%	8%	8%	7%	8%		
	35	47		35	47	34	46	32	33	45	352	35	24	14	299	125		
										-								
Breathlessness or chest pains	4%	7%		6%	6%	5%	4%	5%	8%	7%	6%	7%	9%	5%	6%	8%		
	23	41		31	35	26	19	37	48	38	298	35	28	9	250	120		
										-					a			
Other illnesses/ health problems which limit your daily activities/ work you can do	2%	3%		3%	5%	4%	4%	3%	3%	5%	4%	5%	4%	3%	3%	6%		
	12	16		16	26	25	24	20	20	26	184	25	11	5	133	93		
										-					A			
Poor hearing, partial hearing or deafness	4%	3%		2%	5%	3%	2%	4%	3%	3%	3%	4%	3%	3%	3%	4%		
	23	17		11	29	15	12	26	17	16	166	20	10	6	133	69		
										-								
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	6%	4%		5%	4%	3%	4%	2%	3%	5%	4%	4%	7%	5%	4%	5%		
	33	20		25	24	14	19	11	21	28	196	19	21	8	166	78		
										-		g						
Poor vision, partial sight or blindness	1%	3%		2%	3%	3%	1%	3%	3%	3%	2%	2%	5%	3%	3%	2%		
	6	19		8	14	15	7	19	18	17	122	12	15	5	125	29		
										-								
Dyslexia	1%	0%		1%	2%	1%	0%	1%	1%	1%	1%	1%	1%	1%	1%	1%		
	4	2		7	9	6	1	10	8	7	54	4	3	2	46	17		
										-								
Cannot walk at all/ use a wheelchair	0%	1%		1%	0%	1%	1%	1%	1%	2%	1%	1%	1%	0%	1%	1%		
	0	6		4	1	4	7	8	4	9	43	5	2	0	42	9		
										-								
Prefer not to say	5%	0%		3%	2%	5%	1%	6%	1%	1%	3%	2%	2%	4%	3%	2%		
	24	1		18	13	31	6	41	6	6	145	10	6	7	141	27		
	b h		b		B f h i		B f h i k			-			b	b				
None	72%	76%		72%	72%	72%	78%	77%	76%	69%	74%	75%	69%	75%	75%	71%		
	381	435		383	391	406	420	538	453	357	3764	363	208	137	3374	1094		
										-								
NET: Any limiting difficulties	23%	24%		24%	26%	23%	21%	17%	23%	30%	23%	23%	29%	21%	22%	27%		
	124	134		128	142	128	112	116	138	153	1178	111	88	38	992	422		
								g		-		g			a			
Effective Column n	220	242		229	234	245	231	306	255	226	2187	442	433	422	2373	1107		
																4		
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885		
Weighted base	530	570		529	546	565	538	695	598	517	5087	484	303	182	4507	1543		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QJ4: Which of these, if any, limit your daily activities or the work you can do? by Demographics Part 4

Column % Weighted counts Column Comparisons	QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Difficulty in speaking or communicating	8% 28	1% 57	2% 17	2% 16	2% 19	1% 15	1% 7	1% 10	1% 78	2% 6	
	B										
Cannot walk very far or manage the stairs or can only do so with difficulty	35% 122	7% 393	13% 103	15% 120	7% 93	6% 64	3% 15	8% 120	8% 454	17% 60	
	B		C D E f	C D E F	E	e		e		A	
Mental health problems or difficulties	22% 76	6% 349	18% 138	11% 92	6% 76	4% 46	4% 22	3% 49	7% 414	3% 9	
	B		b C D E F	C D E F	f				b		
Breathlessness or chest pains	19% 67	5% 304	10% 80	9% 76	6% 70	4% 42	3% 19	5% 84	6% 316	15% 54	
	B		c D E f	c D E f						A	
Other illnesses/ health problems which limit your daily activities/ work you can do	8% 27	3% 199	6% 46	8% 66	3% 41	3% 32	2% 12	2% 29	4% 216	3% 10	
	b		c d e F	C D E F							
Poor hearing, partial hearing or deafness	11% 37	3% 164	5% 40	5% 40	3% 41	3% 31	3% 20	2% 30	3% 175	7% 26	
	B		f	f						a	
Limited ability to reach, e.g. restricted upper body mobility or ability to grip items	16% 57	3% 187	7% 51	7% 56	3% 34	3% 35	1% 6	4% 62	4% 206	10% 38	
	B		c d E	C d E		e		e		A	
Poor vision, partial sight or blindness	12% 41	2% 113	4% 35	4% 35	2% 19	2% 24	2% 10	2% 30	2% 125	8% 29	
	B		c	c						A	
Dyslexia	3% 9	1% 54	1% 12	1% 10	1% 15	0% 5	1% 5	1% 15	1% 60	1% 2	
	b										
Cannot walk at all/ use a wheelchair	11% 38	0% 13	1% 8	1% 9	1% 7	1% 12	1% 4	1% 12	1% 41	3% 10	
	B									a	
Prefer not to say	4% 14	3% 155	3% 21	2% 17	1% 12	2% 17	1% 4	6% 97	2% 141	5% 18	
			c					a b C D E		a	
None	29% 101	77% 4372	55% 429	62% 502	76% 950	81% 895	87% 500	77% 1197	75% 4270	55% 196	
		A		a	A B	A B c	A B C d f	A B	B		
NET: Any limiting difficulties	67% 236	21% 1179	42% 326	36% 291	23% 284	17% 189	12% 72	16% 253	22% 1268	40% 144	
	B		C D E F	C D E F	d E f	e				A	
Effective Column n	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents

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

QJ5: Which of the following best describes you? by Demographics Part 1

Methodology		Quarter					Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
White – British / Scottish	65%	76%	63%	66%	66%	66%	64%	66%	65%	
-	3956	853	3103	1013	991	1002	950	1920	2036	
		B								
White – English	11%	6%	12%	11%	11%	11%	11%	12%	10%	
-	664	70	594	168	166	169	161	356	308	
			A					b		
White – Welsh	5%	4%	5%	5%	5%	5%	4%	5%	4%	
-	281	46	235	72	74	71	64	140	141	
White – Irish	4%	5%	3%	3%	4%	4%	4%	3%	4%	
-	227	59	168	43	56	62	66	96	131	
		b								
Any other	14%	8%	16%	15%	14%	14%	15%	13%	16%	
-	877	91	786	233	206	214	224	365	511	
			A						A	
I prefer not to answer	1%	0%	1%	1%	1%	1%	1%	1%	1%	
-	51	2	49	16	16	9	10	25	26	
			a							
NET: White	88%	94%	87%	88%	88%	89%	87%	89%	87%	
-	5333	1056	4277	1356	1329	1360	1288	2576	2757	
		B								
NET: Asian	4%	2%	5%	4%	4%	4%	4%	4%	4%	
-	251	19	232	61	67	60	63	120	131	
			A							
NET: Black	3%	2%	3%	3%	3%	3%	3%	3%	3%	
-	191	26	165	49	49	46	47	83	108	
NET: Mixed	2%	1%	3%	2%	2%	2%	3%	2%	2%	
-	138	10	128	28	31	35	44	60	77	
			A							
NET: Other	2%	1%	2%	2%	1%	1%	2%	1%	2%	
-	92	8	84	35	17	17	23	38	54	
			a	b c						
Effective Column n										
	6056	1121	4935	1545	1509	1527	1475	2902	3153	
Unweighted base	6056	1121	4935	1545	1509	1527	1475	2902	3153	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2902	3153	
Columns	A	A	B	A	B	C	D	A	B	

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

QJ5: Which of the following best describes you? by Demographics Part 2

Column % Weighted counts	Age					SEG										Working status	
	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
White – British / Scottish	55%	62%	70%	76%	73%	71%	64%	69%	62%	65%	69%	68%	64%	68%			
Column Comparisons	470	1194	1361	452	973	520	2042	1956	807	1235	896	1061	1952	2032			
White – English	13%	11%	13%	16%	21%	25%	13%	15%	11%	15%	16%	15%	11%	17%			
White – Welsh	2%	2%	3%	3%	2%	1%	2%	2%	3%	2%	2%	2%	2%	2%			
White – Irish	1%	1%	2%	1%	1%	1%	2%	1%	1%	2%	1%	1%	1%	1%			
Any other	26%	23%	12%	4%	3%	2%	19%	12%	23%	16%	11%	12%	20%	11%			
I prefer not to answer	2%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%	1%	1%	1%			
NET: White	77%	82%	89%	97%	98%	99%	84%	91%	80%	86%	91%	90%	83%	91%			
NET: Asian	8%	7%	3%	1%	1%	1%	6%	3%	7%	5%	2%	4%	6%	3%			
NET: Black	7%	4%	4%	1%	0%	0%	5%	2%	6%	4%	2%	2%	5%	2%			
NET: Mixed	4%	4%	2%	0%	0%	0%	3%	2%	4%	2%	2%	1%	3%	1%			
NET: Other	2%	2%	1%	1%	1%	0%	2%	1%	3%	2%	1%	1%	2%	1%			
Effective Column n	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092			
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870			
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984			
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B			

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ5: Which of the following best describes you? by Demographics Part 3

	UK nation														Rurality						
Column %																					
Weighted counts																					
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown					
White – British / Scottish	78% 427	76% 419	70% 370	67% 361	60% 333	65% 364	41% 277	63% 371	68% 360	65% 3283	88% 426	57% 172	65% 118	64% 2740	70% 1255						
	c d e F G H I L m	d e F G H I L m	e G H L	G I	G	G I	G	e G I	-	B C D e F G H I L	G	G I	A								
White – English	14% 77	12% 66	17% 89	17% 94	15% 83	21% 117	11% 77	20% 118	20% 105	16% 825	4% 18	4% 13	3% 5	13% 540	18% 319						
	K L M	K l m	g K L M	g K L M	K L M	a b G K L M	K l m	b g K L M	b g K L M	-	1%	33%	0%	2%	3%						
White – Welsh	0% 0	0% 0	1% 3	0% 1	2% 10	0% 0	1% 5	0% 2	2% 10	1% 31	0% 1	3% 101	0% 0	2% 82	3% 51						
				a b f				a b f k	-	B C D e F G H I K											
White – Irish	1% 3	1% 6	0% 2	0% 3	0% 2	0% 1	1% 10	0% 2	0% 0	1% 28	0% 2	1% 2	26% 47	1% 51	2% 27						
										-	B C D e F G H I K										
Any other	7% 40	11% 62	10% 54	14% 75	22% 124	13% 75	43% 295	16% 96	10% 54	17% 876	7% 36	4% 13	6% 11	19% 814	7% 122						
	I	I	I	a k l m	A B C d f i K L M	a k L m	A B C D e F H I K L M	A c i K L m	I	-			B								
I prefer not to answer	0% 1	0% 1	1% 7	1% 8	1% 4	0% 2	2% 14	1% 4	0% 2	1% 45	0% 2	1% 2	0% 0	1% 35	1% 12						
										-											
NET: White	95% 522	92% 508	90% 474	87% 473	80% 446	89% 496	60% 410	86% 509	93% 497	85% 4334	96% 463	97% 292	99% 180	84% 3569	95% 1694						
	c d e F G H	E G h	E G	e G	G	e G	G	d e F G H	-	b c d e F G H	b c d e F G H	b c d e F G H i k	A								
NET: Asian	2% 11	3% 17	6% 33	4% 24	9% 51	3% 17	11% 76	6% 36	1% 4	5% 268	1% 6	1% 2	0% 1	6% 253	1% 25						
			a i K L m	i k l m	A b d f i K L M	A B c D F h i K L M	a i K l m		-	4%	1%	0%	B								
NET: Black	0% 1	2% 12	1% 5	3% 17	4% 22	3% 14	17% 115	2% 11	2% 13	2% 211	4% 6	0% 1	0% 0	5% 193	1% 26						
				a	a k l	a	A B C D e F H I K L M		a	-	B										
NET: Mixed	1% 7	1% 8	0% 1	2% 13	5% 29	3% 16	5% 36	3% 18	2% 9	3% 137	1% 4	1% 3	0% 1	3% 129	1% 16						
				a b c i K l m	c	a b c i K l m	c		-			B									
NET: Other	1% 7	1% 8	1% 5	1% 7	1% 3	2% 13	4% 28	3% 16	1% 6	2% 92	1% 4	1% 2	0% 0	2% 83	1% 15						
									-			b									
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4					
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6					
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7					
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C					

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

QJ5: Which of the following best describes you? by Demographics Part 4

QB7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage									
Column %																	
Weighted counts																	
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year		£17,500 - £29,999 per year		£30,000 - £49,999 per year		£50,000+ per year		I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user		
White – British / Scottish	63%																
	256		3743		564		607		929		820		379	701	3850	137	
White – English	15%																
	62		800	e F	142	f	139	e F	235	f	175		70	101	831	31	
White – Welsh	2%		2%		2%		2%		2%		2%		3%	2%	2%	4%	
	7		126		19		19		31		19		19	25	125	8	
White – Irish	1%		1%		1%		1%		1%		2%		1%	2%	1%	1%	
	2		76		5		9		15		20		9	19	75	3	
Any other	18%		15%		13%		11%		14%		18%		22%	16%	16%	8%	
	71		865		109		97		194		226		138	172	918	15	
I prefer not to answer	2%		1%		1%		0%		0%	a B c	0%	A B C f		b	b	0%	
	7		42		9		2		7		2		1	28	41	0	
NET: White	85%		87%	d	89%		92%		89%		86%		81%	B C D e	84%	87%	92%
	343		4926		751		799		1258		1083		500	878	5078	179	
NET: Asian	6%		4%	e f	3%	DEF	3%	d e f	4%	e	6%		7%	5%	5%	4%	
	23		254		24		30		53		70		43	57	268	9	
NET: Black	4%		4%		3%		1%		3%	a	5%	a b c	5%	5%	4%	3%	
	14		204		26		12		41		61		28	50	211	5	
NET: Mixed	3%		2%		3%		3%		2%	b	2%	b	3%	b	2%	1%	
	10		134		21		22		35		31		17	18	144	1	
NET: Other	2%		2%		2%		1%		1%		1%		4%	1%	2%	0%	
	7		91		16		7		16		16		27	16	99	0	
Effective Column n	a B C D f																
	268		4056		590		583		1014		927		472	739	4175	138	
Unweighted base	368		5566		809		800		1391		1272		648	1014	5729	189	
Weighted base	405		5651		847		873		1411		1262		616	1047	5841	194	
Columns	A	B	A	B	C	D	E	F	A	B							

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 1

		Methodology			Quarter			Gender		
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Under £11,500 per year	14%	10%	15%	13%	13%	15%	14%	13%	15%	
	847	108	739	207	194	234	211	377	471	
	-		A						a	
£11,500 - £17,499 per year	14%	12%	15%	15%	15%	13%	15%	13%	16%	
	873	131	741	236	226	196	214	384	488	
	-		a						a	
£17,500 - £29,999 per year	23%	12%	26%	23%	24%	24%	21%	23%	23%	
	1411	135	1276	361	367	372	312	692	719	
	-		A							
£30,000 - £49,999 per year	21%	10%	23%	21%	22%	19%	21%	23%	19%	
	1262	116	1147	329	330	287	316	676	586	
	-		A					b		
£50,000+ per year	10%	7%	11%	10%	10%	11%	9%	12%	8%	
	616	83	533	159	152	171	134	364	252	
	-		a					B		
I don't know/ I prefer not to answer	17%	49%	10%	16%	16%	17%	20%	16%	19%	
	1047	548	499	252	240	267	288	474	573	
	-	B							a	
Effective Column n										
	4324	801	3524	1107	1080	1090	1048	2076	2248	
Average	3.5	4.4	3.3	3.5	3.5	3.5	3.5	3.6	3.4	
Standard Deviation	1.6	1.8	1.5	1.6	1.6	1.6	1.7	1.6	1.7	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	1121	4935	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 2

Age														SEG										Working status	
Column %																									
Weighted counts																									
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working											
Under £11,500 per year	19%	13%	14%	9%	13%	16%	8%	21%	3%	12%	6%	33%	7%	21%											
	164	249	263	51	172	120	260	588	34	225	83	505	227	614											
	B c d	d	d		-	d	-	-		C E	C	C D E		A											
£11,500 - £17,499 per year	13%	12%	14%	14%	18%	22%	12%	17%	7%	15%	12%	22%	11%	17%											
	113	241	279	81	240	159	382	490	97	286	157	334	349	518											
					-	a B C d	-	-		C	C	C D E		A											
£17,500 - £29,999 per year	20%	26%	22%	24%	24%	25%	22%	25%	14%	27%	31%	20%	25%	22%											
	167	496	424	143	323	180	693	718	187	506	406	313	760	648											
		a			-	-	-	-		C F	C d F	C	b												
£30,000 - £49,999 per year	15%	25%	22%	20%	17%	15%	25%	16%	29%	23%	25%	8%	28%	14%											
	130	479	423	121	231	110	806	456	372	435	327	129	839	424											
		A F	a f		-	-	-	d F		F	F		B												
£50,000+ per year	7%	11%	13%	9%	7%	4%	15%	4%	28%	6%	7%	2%	15%	5%											
	59	208	261	57	87	30	493	123	369	123	95	28	451	162											
		a F	A b d F	f	-	-	-	D E F		F	F		B												
I don't know/ I prefer not to answer	25%	14%	15%	24%	21%	18%	18%	17%	19%	17%	18%	16%	14%	21%											
	214	264	289	144	280	135	576	471	245	331	229	242	416	619											
	B C f			B C	-	b	-	-						A											
Effective Column n																									
	606	1438	1412	455	869	414	2373	1952	1033	1339	864	1087	2212	2092											
Average	3.5	3.5	3.5	3.8	3.5	3.2	3.8	3.2	4.3	3.5	3.7	2.7	3.7	3.3											
Standard Deviation	1.8	1.5	1.6	1.6	1.7	1.7	1.5	1.7	1.3	1.6	1.4	1.7	1.4	1.8											
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870											
Weighted base	848	1938	1938	597	1332	735	3210	2846	1303	1906	1296	1550	3041	2984											
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B											

Weight: Demographic & Geographic Weight. Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ6. What is annual household income (from all sources, before tax)? by Demographics Part 3

	UK nation													Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Under £11,500 per year	14%	17%	11%	14%	13%	15%	11%	12%	18%	14%	15%	17%	10%	14%	13%	**		
	76	94	59	77	72	87	71	74	96	708	71	50	18	611	236			
										-								
£11,500 - £17,499 per year	15%	13%	17%	19%	18%	16%	10%	12%	16%	15%	10%	16%	10%	14%	16%	**		
	83	74	89	102	99	88	66	72	83	757	50	49	17	591	282			
			g k	g k	g k					-		k m						
£17,500 - £29,999 per year	23%	23%	28%	26%	22%	23%	18%	24%	27%	24%	21%	22%	25%	23%	24%	**		
	126	127	149	138	123	128	124	140	141	1197	104	65	45	972	438			
										-								
£30,000 - £49,999 per year	22%	21%	20%	21%	20%	22%	24%	20%	17%	21%	23%	17%	23%	21%	21%	**		
	120	117	106	111	109	121	161	120	89	1055	113	52	42	889	373			
										-								
£50,000+ per year	7%	7%	7%	7%	10%	8%	19%	14%	6%	10%	15%	12%	11%	10%	10%	**		
	36	38	34	36	56	44	128	83	31	485	74	36	20	440	175			
							A B C D e f I l	a b c d f l		-	A B C D e f l	a b c d l						
I don't know/ I prefer not to answer	19%	19%	17%	14%	17%	16%	19%	17%	17%	17%	15%	16%	21%	18%	16%	**		
	107	103	89	76	96	92	128	104	91	886	73	50	39	759	283			
										-								
Effective Column n	273	300	284	290	304	286	380	317	281	2715	549	537	523	2946	1374	4		
Average	3.5	3.4	3.4	3.3	3.5	3.4	3.9	3.6	3.3	3.5	3.6	3.4	3.8	3.5	3.5	4.9		
Standard Deviation	1.6	1.7	1.6	1.6	1.6	1.6	1.6	1.6	1.7	1.6	1.6	1.7	1.6	1.6	1.6	2.0		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	549	554	526	542	555	559	679	593	531	5087	484	303	182	4262	1787	7		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QJ6: What is annual household income (from all sources, before tax)? by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage		
Column %										
Weighted counts										
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Under £11,500 per year	20%	14%	100%	0%	0%	0%	0%	0%	0%	14%
	82	765	847	0	0	0	0	0	0	809
	b		B C D E F							
£11,500 - £17,499 per year	19%	14%	0%	100%	0%	0%	0%	0%	0%	14%
	76	796	0	873	0	0	0	0	843	27
	b		A C D E F							
£17,500 - £29,999 per year	23%	23%	0%	0%	100%	0%	0%	0%	0%	24%
	92	1319	0	0	1411	0	0	0	1383	28
				A B D E F					b	
£30,000 - £49,999 per year	20%	21%	0%	0%	0%	100%	0%	0%	0%	21%
	82	1180	0	0	0	1262	0	0	1243	14
					A B C E F				B	
£50,000+ per year	7%	10%	0%	0%	0%	0%	100%	0%	0%	10%
	28	588	0	0	0	0	616	0	611	3
						A B C D F			B	
I don't know/ I prefer not to answer	11%	18%	0%	0%	0%	0%	0%	100%	16%	45%
	44	1003	0	0	0	0	0	1047	953	87
		a						A B C D E		A
Effective Column n	268	4056	590	583	1014	927	472	739	4175	138
Average	3.1	3.5	1.0	2.0	3.0	4.0	5.0	6.0	3.5	3.9
Standard Deviation	1.6	1.6	0.0	0.0	0.0	0.0	0.0	0.0	1.6	2.0
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189
Weighted base	405	5651	847	873	1411	1262	616	1047	5841	194
Columns	A	B	A	B	C	D	E	F	A	B

Weight: Demographic & Geographic Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 1

Methodology			Quarter				Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Under £11,500		5%	6%	3%	8%	5%	3%	5%	5%	5%
-	51	34	17	19	11	7	14	22	29	
	-									
Over £11,500		33%	41%	26%	35%	38%	30%	32%	34%	33%
-	350	223	128	87	90	81	92	162	189	
	-	B								
I don't know		13%	7%	20%	13%	8%	15%	16%	14%	13%
-	140	39	101	33	20	41	46	68	72	
	-		A							
I prefer not to answer		48%	46%	51%	45%	50%	52%	47%	47%	49%
-	505	252	253	112	119	138	136	222	283	
	-									
Effective Column n										
-	667	362	305	169	159	166	173	300	367	
	-									
Unweighted base	1014	550	464	257	242	252	263	456	558	
Weighted base	1047	548	499	252	240	267	288	474	573	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic & Geographic Weight; Base: Those who did not state their annual household income bracket ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 2

	Age						SEG								Working status			
Column %																		
Weighted counts																		
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working				
Under £11,500	4%	6%	5%	4%	4%	5%	2%	8%	1%	4%	6%	10%	3%	6%				
	9	17	14	5	12	6	13	38	2	12	13	24	11	39				
Over £11,500	29%	35%	33%	38%	36%	34%	40%	26%	41%	39%	32%	20%	41%	29%				
	62	93	95	55	101	46	229	122	99	130	73	49	170	179				
I don't know	35%	11%	4%	5%	8%	12%	10%	18%	F	F	f	16%	19%	7%	18%			
	76	29	12	7	23	16	57	83	16	41	36	47	30	109				
I prefer not to answer	32%	48%	58%	53%	51%	49%	48%	49%	52%	45%	47%	51%	49%	47%				
	69	126	168	77	143	66	276	229	127	149	107	122	205	292				
Effective Column n	133	184	193	85	157	72	373	294	169	204	134	160	277	382				
Unweighted base	202	280	293	129	239	110	567	447	257	310	204	243	421	581				
Weighted base	214	264	289	144	280	135	576	471	245	331	229	242	416	619				
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B				

Weight: Demographic & Geographic Weight; Base: Those who did not state their annual household income bracket ; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7. Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 3

UK nation											Rurality						
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Under £11,500	10%	3%	3%	0%	13%	6%	5%	3%	5%	5%	2%	3%	1%	5%	4%	**	
	11	4	2	0	13	6	6	3	4	48	1	1	0	40	11		
										-							
Over £11,500	32%	37%	41%	23%	34%	37%	20%	41%	44%	34%	45%	16%	21%	32%	37%	**	
	34	38	36	18	32	34	26	42	40	301	33	8	8	246	105		
									g l	-	g l m						
I don't know	14%	15%	13%	15%	15%	10%	10%	16%	16%	14%	9%	10%	17%	13%	16%	**	
	15	16	11	11	15	9	13	17	14	121	7	5	7	96	44		
										-							
I prefer not to answer	44%	45%	44%	62%	37%	47%	65%	41%	35%	47%	44%	71%	61%	50%	43%	**	
	47	46	39	47	36	43	83	42	32	414	32	35	23	377	123		
							e h i			-		e h i k					
Effective Column n																	
	43	47	40	36	45	41	63	52	44	411	74	81	101	471	194	3	
Unweighted base	65	71	61	55	68	63	95	79	67	624	113	123	154	715	295	4	
Weighted base	107	103	89	76	96	92	128	104	91	886	73	50	39	759	283	5	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; **Base:** Those who did not state their annual household income bracket
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7: Can you tell me if your household income from all sources before tax is above or below £11,500? by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column %											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year		£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user
Under £11,500	**		5%	**	**	**	**	**		5%	4%
			50						-	51	37
											A
Over £11,500	**		34%	**	**	**	**	**		33%	34%
			341						-	350	325
											29%
I don't know	**		13%	**	**	**	**	**		13%	14%
			132						-	140	132
											10%
I prefer not to answer	**		48%	**	**	**	**	**		48%	48%
			479						-	505	459
											46%
Effective Column n											40
	24	643	0	0	0	0	0	0		667	608
											55
Unweighted base	37	977	0	0	0	0	0	0		1014	924
Weighted base	44	1003	0	0	0	0	0	0		1047	953
Columns	A	B	A	B	C	D	E	F		A	B

Weight: Demographic & Geographic Weight; Cells with ** indicate a sample size that is smaller than 50; Base: Those who did not state their annual household income bracket ; Column comparison symbols: a, b, c, d, e, f... (p ≥ 95%) A, B, C, D, E, F... (p ≥ 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 1

		Methodology		Quarter				Gender	
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Strongly agree + Agree		53%	71%	42%	52%	51%	57%	54%	54%
	3238	1739	1499	810	771	864	792	1595	1643
		B							
Strongly agree		18%	27%	11%	16%	17%	21%	17%	18%
	1075	668	408	246	260	314	255	541	534
		B							
Agree		36%	44%	30%	37%	34%	36%	36%	36%
	2163	1071	1092	564	511	550	537	1054	1109
		B							
Slightly agree		20%	14%	25%	21%	21%	18%	22%	19%
	1227	343	884	324	312	272	319	569	658
			A						
Neither agree nor disagree		12%	9%	15%	13%	14%	11%	12%	13%
	754	224	531	195	205	171	184	381	374
			A						
Slightly disagree		8%	4%	10%	8%	8%	8%	6%	8%
	464	99	365	117	128	127	92	234	230
			A						
Disagree		4%	1%	6%	4%	4%	3%	4%	4%
	227	21	206	55	60	53	59	118	109
			A						
Strongly disagree		2%	1%	3%	3%	2%	3%	2%	2%
	145	26	119	43	33	40	29	71	74
			A						
NET: Agree		74%	85%	66%	73%	72%	74%	75%	73%
	4466	2082	2384	1135	1084	1136	1111	2164	2301
		B							
NET: Disagree		14%	6%	19%	14%	15%	14%	12%	14%
	836	146	690	215	221	220	181	423	414
			A						
Effective Column n									
	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 2

Column % Weighted counts Column Comparisons	Age						SEG								Working status								
	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1	C2DE	AB	C1	C2	DE	Working	Not working			
	49%	50%	52%	67%	62%	58%	60%	46%	67%	55%	56%	37%	57%	50%									
	416	977	1015	430	830	399	1933	1306	916	1017	731	575	1790	1440									
Strongly agree + Agree																							
	A B C f				-	a b		-	-	D E F		F	F	B									
Strongly agree	17%	18%	15%	21%	21%	21%	22%	13%	27%	18%	18%	9%	19%	16%									
	147	349	300	137	279	142	701	374	363	338	236	138	604	469									
									D E F		F	F	b										
Agree	32%	32%	37%	46%	41%	37%	38%	33%	41%	37%	38%	28%	38%	33%									
	270	628	715	293	551	257	1232	931	553	679	495	437	1186	971									
	b				A B c f		-	-	F		F	F	b										
Slightly agree	21%	21%	20%	17%	19%	21%	19%	21%	15%	22%	20%	23%	21%	20%									
	179	411	379	110	258	148	615	612	202	413	263	349	643	578									
									C		c		C										
Neither agree nor disagree	15%	13%	12%	10%	11%	11%	10%	15%	10%	11%	13%	17%	11%	13%									
	125	256	229	65	144	79	329	425	131	198	167	258	357	387									
											C D e												
Slightly disagree	10%	8%	8%	4%	6%	7%	6%	9%	5%	7%	7%	12%	6%	9%									
	82	149	159	28	74	47	201	263	67	134	86	178	196	266									
	d										C d e		a										
Disagree	4%	4%	5%	1%	1%	1%	3%	5%	2%	3%	3%	7%	3%	5%									
	32	79	103	6	13	7	82	145	33	49	35	110	88	138									
	d f				D F						C D E		a										
Strongly disagree	2%	3%	3%	0%	1%	2%	2%	3%	1%	2%	2%	5%	2%	3%									
	15	65	52	1	13	12	49	96	10	39	22	73	51	92									
	d				d						c		C d e		a								
NET: Agree	70%	72%	72%	84%	82%	79%	79%	67%	82%	77%	76%	60%	78%	70%									
	595	1388	1395	540	1088	548	2548	1917	1118	1430	994	924	2434	2018									
					A B C		a b c		-		d e F		F	F	B								
NET: Disagree	15%	15%	16%	5%	8%	9%	10%	18%	8%	12%	11%	23%	11%	17%									
	128	294	314	35	101	66	332	504	110	223	143	361	336	497									
	D f		D f		D f		-		-		-		c		C D E		A						
Effective Column n																							
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685									
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870									
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902									
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B									

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ78. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 3

UK nation														Rurality				
Column %																		
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Strongly agree + Agree	50%	58%	53%	53%	58%	47%	49%	55%	53%	53%	59%	55%	53%	54%	52%	**		
	266	328	283	287	328	255	338	328	275	2688	288	165	97	2435	800			
Strongly agree	16%	22%	17%	20%	18%	14%	17%	15%	19%	18%	20%	18%	17%	19%	15%	**		
	83	123	92	109	104	75	120	89	96	892	98	54	31	839	236			
Agree	35%	36%	36%	32%	40%	34%	31%	40%	35%	35%	39%	37%	36%	35%	37%	**		
	183	205	190	177	224	180	217	239	180	1796	190	112	66	1596	564			
Slightly agree	22%	21%	18%	17%	20%	27%	21%	20%	19%	20%	17%	21%	24%	20%	20%	**		
	115	121	95	94	110	143	146	117	96	1037	84	63	43	914	313			
Neither agree nor disagree	12%	10%	16%	13%	11%	13%	14%	16%	11%	13%	9%	11%	12%	12%	13%	**		
	62	58	87	70	62	69	94	97	57	657	44	32	21	550	203			
Slightly disagree	9%	5%	7%	7%	8%	6%	10%	6%	11%	8%	8%	8%	6%	7%	8%	**		
	48	26	36	40	43	33	67	36	59	389	38	25	12	336	129			
Disagree	3%	4%	3%	7%	3%	4%	4%	2%	3%	4%	4%	4%	3%	4%	4%	**		
	16	22	18	36	17	19	31	14	16	189	21	12	6	168	59			
Strongly disagree	4%	3%	2%	3%	1%	3%	3%	1%	3%	3%	2%	2%	2%	2%	3%	**		
	23	15	10	19	4	18	19	7	13	128	8	5	3	105	39			
NET: Agree	72%	79%	71%	70%	78%	74%	70%	74%	72%	73%	77%	75%	77%	74%	72%	**		
	381	449	378	381	439	398	483	444	372	3725	372	229	140	3349	1113			
NET: Disagree	16%	11%	12%	17%	11%	13%	17%	9%	17%	14%	14%	14%	11%	13%	15%	**		
	87	63	64	95	64	70	118	57	88	706	68	42	21	608	227			
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I am satisfied with my life by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column K:											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree + Agree	33%	55%	31%	43%	49%	58%	64%	67%	53%	56%	
	115	3123	244	345	611	638	366	1035	3030	202	
		A		A	A b	A B C	A B C	A B C D			
Strongly agree	12%	18%	8%	12%	14%	15%	23%	28%	18%	14%	
	41	1034	60	101	177	169	133	436	1019	51	
		a		a	A	A	A B C d	A B C D			
Agree	21%	37%	24%	30%	35%	43%	40%	39%	35%	42%	
	74	2089	185	244	435	469	233	598	2010	151	
		A		a	A	A B c	A b	A b		a	
Slightly agree	19%	20%	21%	24%	24%	22%	21%	14%	21%	13%	
	68	1160	161	194	297	238	120	218	1182	45	
			f	F	F	f	f		b		
Neither agree nor disagree	21%	12%	19%	14%	13%	10%	7%	11%	12%	15%	
	73	681	145	117	160	112	43	177	692	53	
	B		c D E f	d e	e						
Slightly disagree	10%	8%	14%	10%	9%	6%	5%	4%	7%	11%	
	35	430	112	82	109	68	26	68	423	40	
			c D E F	d e F	e f						
Disagree	8%	4%	9%	5%	3%	3%	2%	2%	4%	1%	
	27	200	66	42	43	34	13	28	221	5	
	b		C D E F	f							
Strongly disagree	9%	2%	6%	4%	2%	1%	1%	1%	2%	3%	
	33	112	49	30	26	11	7	21	131	13	
	B		C D E F	d f							
NET: Agree	52%	75%	52%	66%	73%	79%	84%	81%	74%	69%	
	183	4283	405	539	908	875	486	1253	4211	248	
		A		A	A b	A B c	A B C d	A B C			
NET: Disagree	27%	13%	29%	19%	14%	10%	8%	8%	14%	16%	
	95	741	227	154	178	114	46	117	775	57	
	B		B C D E F	c D E F	d e F						
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 1

Column %	Methodology			Quarter			Gender		
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Strongly agree	16%	25%	10%	15%	16%	19%	16%	18%	15%
-	989	618	371	228	241	287	233	523	466
		B						b	
Agree	31%	37%	26%	31%	30%	30%	32%	29%	32%
-	1847	905	942	481	446	453	467	873	975
		B							
Strongly agree + Agree	47%	62%	36%	46%	46%	48%	47%	47%	47%
-	2837	1523	1314	709	688	740	700	1396	1441
		B							
Slightly agree	21%	15%	25%	20%	22%	21%	20%	21%	20%
-	1260	373	886	302	337	319	302	630	629
		A							
Neither agree nor disagree	19%	14%	21%	21%	18%	17%	19%	18%	19%
-	1123	352	771	321	273	255	274	526	597
		A							
Slightly disagree	8%	5%	10%	8%	8%	7%	7%	8%	8%
-	467	120	346	124	123	110	109	234	233
		A							
Disagree	4%	3%	5%	4%	4%	4%	4%	4%	4%
-	242	69	172	60	54	65	63	123	119
		a							
Strongly disagree	2%	1%	3%	2%	2%	2%	2%	2%	2%
-	128	14	114	30	34	38	26	59	69
		A							
NET: Agree	68%	77%	61%	65%	68%	69%	68%	68%	67%
-	4096	1896	2200	1010	1025	1059	1002	2026	2070
		B							
NET: Disagree	14%	8%	18%	14%	14%	14%	13%	14%	14%
-	837	203	633	214	211	212	199	415	421
		A							
Effective Column n									
	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 2

Column % Weighted counts Column comparisons	Age										SEG										Working status							
	16-24 years		25-44 years		45-64 years		65-74 years		65+ (Net)		75+ years		ABC1		C2DE		AB		C1		C2		DE		Working		Not working	
Strongly agree	24%	18%	14%	14%	14%	12%	11%	20%	12%	24%	17%	19%	7%	20%	12%	357												
	201	354	270	88	165	77	634	355	326	308	246	110	632	357														
	b C D F		c f						-						D e F		F		F				B					
Agree	31%	30%	30%	35%	32%	30%	34%	27%	35%	32%	28%	26%	32%	29%														
	266	579	574	221	429	208	1079	768	481	598	370	398	1007	832														
									-						e F		f						b					
Strongly agree + Agree	55%	48%	44%	48%	45%	41%	53%	39%	59%	49%	47%	33%	52%	41%														
	467	933	844	309	593	285	1713	1123	807	906	616	508	1639	1190														
	b C F		f						-						D E F				F				B					
Slightly agree	19%	21%	22%	20%	19%	19%	20%	22%	18%	22%	25%	19%	22%	19%														
	165	406	431	125	258	132	642	617	244	398	321	296	693	562														
									-										c f				b					
Neither agree nor disagree	14%	18%	18%	22%	24%	25%	16%	21%	14%	17%	17%	25%	15%	22%														
	116	341	352	140	313	173	518	605	196	322	226	379	481	629														
							A b c														C D E				A			
Slightly disagree	8%	7%	9%	7%	8%	9%	6%	9%	5%	7%	6%	12%	6%	10%														
	64	128	168	45	106	61	197	270	68	129	81	189	173	292														
																					C D E				A			
Disagree	3%	4%	5%	3%	4%	5%	3%	5%	2%	4%	3%	7%	3%	5%														
	23	71	98	18	50	32	101	140	28	73	36	104	90	151														
																			c				C d E				A	
Strongly disagree	1%	3%	2%	0%	1%	1%	1%	3%	1%	1%	2%	4%	2%	3%														
	13	58	45	3	12	9	38	90	15	23	23	67	49	79														
																					C D e				a			
NET: Agree	75%	69%	66%	68%	64%	60%	73%	61%	77%	70%	72%	52%	75%	60%														
	632	1339	1274	434	851	417	2356	1741	1052	1304	937	804	2332	1752														
	c F		f						-						d e F		F		F				B					
NET: Disagree	12%	13%	16%	10%	13%	15%	10%	18%	8%	12%	11%	23%	10%	18%														
	100	258	311	65	168	103	336	501	111	225	141	360	313	521														
									-										c				C D E				A	
Effective Column n																												
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685														
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870														
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902														
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B														

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 3

Column %	UK nation													Rurality				
Weighted counts																		
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown		
Strongly agree	11%	19%	17%	18%	18%	12%	19%	15%	18%	17%	17%	13%	14%	17%	14%	**		
	60	110	92	97	103	63	134	89	92	839	84	40	26	780	208			
										-				b				
Agree	25%	33%	29%	30%	29%	30%	32%	32%	30%	30%	35%	32%	31%	31%	29%	**		
	133	189	154	164	163	159	219	189	153	1523	170	98	57	1398	448			
Strongly agree + Agree	37%	52%	46%	48%	47%	41%	51%	47%	47%	46%	52%	46%	45%	48%	43%	**		
	194	298	246	261	265	221	353	278	245	2362	254	138	82	2179	656			
	a						a			-	A f			b				
Slightly agree	22%	17%	23%	20%	23%	22%	24%	19%	21%	21%	18%	19%	21%	21%	21%	**		
	118	96	119	107	130	121	168	111	109	1080	85	57	37	926	332			
										-								
Neither agree nor disagree	22%	15%	17%	14%	18%	23%	15%	24%	18%	18%	17%	22%	22%	18%	20%	**		
	119	87	88	77	104	126	102	142	92	937	80	66	40	810	313			
										-								
Slightly disagree	13%	9%	8%	8%	8%	6%	5%	8%	7%	8%	7%	8%	7%	7%	7%	8%	**	
	68	51	43	43	44	34	33	48	36	399	32	23	13	336	130			
	g									-								
Disagree	3%	5%	4%	8%	2%	3%	4%	2%	4%	4%	5%	4%	3%	4%	5%	**		
	16	27	21	45	12	16	26	12	21	198	25	13	6	169	73			
				e h						-								
Strongly disagree	3%	2%	2%	2%	2%	4%	2%	1%	3%	2%	2%	2%	2%	2%	3%	**		
	15	10	12	13	9	20	13	7	13	111	9	5	3	88	39			
NET: Agree	59%	69%	69%	68%	70%	64%	75%	65%	69%	68%	70%	64%	66%	69%	64%	**		
	312	395	365	369	395	342	522	389	355	3442	339	195	120	3104	988			
						A				-				b				
NET: Disagree	19%	15%	14%	18%	12%	13%	10%	11%	14%	14%	13%	14%	12%	13%	16%	**		
	99	88	76	101	66	70	72	67	70	708	65	41	22	593	242			
										-								
Effective Column n																		
	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C		

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

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I feel very positive about my future by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column K:											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	12%	17%	7%	10%	14%	15%	20%	26%	17%	9%	
	43	947	52	81	171	168	117	401	954	31	
					A	A b	A B c d	A B C D	b		
Agree	23%	31%	21%	25%	29%	35%	39%	33%	31%	31%	
	80	1767	166	202	359	386	224	510	1736	110	
		a			a	A B c	A B C	A b			
Strongly agree + Agree	35%	48%	28%	35%	43%	50%	59%	59%	47%	39%	
	123	2714	218	283	531	554	341	910	2690	140	
		A		a	A b	A B c	A B C d	A B C d	b		
Slightly agree	15%	21%	18%	22%	24%	25%	21%	16%	21%	12%	
	52	1208	140	178	301	270	118	252	1214	44	
		a			a F	a F			b		
Neither agree nor disagree	23%	18%	25%	25%	18%	15%	14%	16%	18%	30%	
	80	1043	195	205	222	168	78	254	1005	109	
			c D E f	c D E F						A	
Slightly disagree	11%	8%	15%	9%	10%	6%	4%	5%	8%	9%	
	37	430	113	72	125	65	20	71	434	33	
			b c D E F	d e f	d E F						
Disagree	10%	4%	8%	6%	4%	3%	2%	3%	4%	8%	
	35	207	59	48	50	31	9	45	213	28	
	B		c D E F	d e f	e					a	
Strongly disagree	7%	2%	7%	3%	1%	1%	2%	1%	2%	1%	
	24	104	51	24	17	12	9	15	123	4	
	B		b C D E F	d f							
NET: Agree	50%	69%	46%	57%	67%	75%	80%	75%	69%	51%	
	174	3922	359	461	832	825	459	1162	3904	184	
		A		a	A B	A B C	A B C	A B C	B		
NET: Disagree	27%	13%	29%	18%	15%	10%	7%	8%	14%	18%	
	96	740	222	144	193	109	38	131	769	65	
	B		B C D E F	D E F	D E F						
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 1

Methodology		Quarter					Gender			
Column %										
Weighted counts										
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female	
Strongly agree + Agree	51%	61%	44%	51%	48%	53%	52%	46%	56%	
-	3087	1486	1601	784	732	807	764	1357	1730	
		B							A	
Strongly agree	20%	26%	15%	19%	18%	20%	21%	15%	24%	
-	1193	645	547	292	272	311	317	456	737	
		B							A	
Agree	31%	34%	29%	32%	30%	32%	30%	30%	32%	
-	1894	840	1054	491	459	496	447	901	993	
		b								
Slightly agree	19%	12%	24%	20%	20%	19%	19%	19%	20%	
-	1175	303	872	307	296	286	286	573	603	
		A								
Neither agree nor disagree	22%	20%	24%	23%	24%	21%	22%	26%	19%	
-	1360	486	874	355	358	319	328	777	583	
		a						B		
Slightly disagree	3%	3%	4%	2%	4%	4%	3%	4%	3%	
-	199	66	133	38	64	55	43	117	82	
							b			
Disagree	3%	4%	2%	3%	2%	3%	3%	3%	2%	
-	164	92	72	43	31	49	41	101	63	
		b					b			
Strongly disagree	1%	1%	1%	1%	2%	1%	1%	1%	1%	
-	70	19	52	18	27	11	14	42	28	
NET: Agree	70%	73%	69%	71%	68%	72%	71%	65%	76%	
-	4262	1789	2474	1091	1028	1093	1050	1930	2332	
		b							A	
NET: Disagree	7%	7%	7%	6%	8%	8%	7%	9%	6%	
-	434	177	257	99	123	115	97	261	173	
							B			
Effective Column n										
	3484	645	2838	892	870	878	844	1673	1811	
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085	
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089	
Columns	A	A	B	A	B	C	D	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 2

Age														SEG				Working status	
Column %																			
Weighted counts																			
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working					
Strongly agree + Agree	57%	51%	48%	55%	52%	49%	53%	49%	55%	52%	52%	46%	51%	51%	51%				
	481	981	934	352	691	339	1705	1382	750	955	677	705	1605	1469					
	c				-		-	-	F	f	f								
Strongly agree	26%	20%	16%	23%	20%	18%	21%	19%	22%	20%	20%	18%	19%	21%					
	222	395	302	150	273	123	661	532	293	368	258	274	588	600					
	b C f	c		c	-		-	-											
Agree	31%	30%	33%	31%	31%	31%	33%	30%	34%	32%	32%	28%	33%	30%					
	259	586	631	201	418	217	1044	850	457	587	419	431	1017	870					
					-		-	-											
Slightly agree	17%	20%	20%	17%	19%	21%	20%	19%	18%	21%	19%	19%	20%	19%					
	147	381	396	107	251	144	632	543	248	385	249	294	612	562					
					-		-	-											
Neither agree nor disagree	18%	22%	24%	23%	23%	24%	21%	24%	20%	21%	22%	27%	23%	22%					
	154	431	464	145	311	166	663	697	270	393	281	416	704	643					
					-		-	-				c d e							
Slightly disagree	4%	4%	3%	1%	2%	3%	4%	3%	4%	3%	3%	3%	3%	3%					
	33	72	67	9	27	18	114	85	52	63	39	46	108	90					
					-		-	-											
Disagree	3%	2%	3%	3%	3%	3%	2%	3%	2%	2%	3%	4%	2%	3%					
	27	48	51	20	38	18	69	95	30	39	40	55	67	98					
					-		-	-						a					
Strongly disagree	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	2%	1%	1%					
	5	25	26	7	14	7	25	45	9	16	18	27	31	40					
					-		-	-											
NET: Agree	74%	70%	69%	72%	71%	70%	73%	68%	73%	72%	71%	65%	71%	70%					
	628	1362	1329	459	942	483	2338	1925	998	1340	926	999	2217	2031					
					-		-	-	F	F	f								
NET: Disagree	8%	7%	7%	6%	6%	6%	7%	8%	7%	6%	7%	8%	7%	8%					
	65	145	145	36	79	43	209	225	91	118	97	128	205	228					
					-		-	-											
Effective Column n																			
	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685					
Unweighted base	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870					
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902					
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B					

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 3

UK nation																	Rurality		
Column %																			
Weighted counts																			
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown			
Strongly agree + Agree	48%	60%		49%	55%	51%	47%	48%	49%	55%	51%	48%	49%	53%	53%	46%	**		
	252	344		258	301	288	254	332	293	286	2608	234	149	96	2370	713			
	a f g k																b		
Strongly agree	16%	27%		23%	26%	19%	13%	19%	19%	20%	20%	14%	20%	18%	21%	16%	**		
	84	156		123	142	109	69	134	116	103	1036	66	59	32	949	244			
	a F K																b		
Agree	32%	33%	f k	25%	29%	32%	34%	28%	30%	35%	31%	35%	30%	35%	32%	30%	**		
	168	188		135	159	179	185	198	177	183	1572	169	89	64	1421	470			
Slightly agree	20%	13%		18%	18%	22%	24%	21%	21%	16%	19%	20%	22%	21%	19%	22%	**		
	105	76		97	97	122	127	144	126	81	977	95	66	38	842	333			
Neither agree nor disagree	26%	18%		26%	19%	22%	24%	27%	22%	21%	23%	21%	24%	19%	21%	25%	**		
	138	102		138	102	122	128	185	132	106	1153	101	72	34	968	390			
Slightly disagree	4%	4%		3%	3%	3%	4%	2%	3%	4%	3%	4%	3%	3%	3%	3%	**		
	22	22		18	16	15	20	14	17	23	166	17	10	6	147	52			
Disagree	2%	3%		2%	4%	2%	1%	2%	4%	3%	2%	5%	2%	4%	3%	3%	**		
	9	15		11	22	9	7	14	24	16	127	26	5	7	122	42			
Strongly disagree	1%	2%		1%	1%	2%	0%	1%	1%	1%	1%	2%	1%	1%	1%	1%	**		
	4	11		8	8	9	1	6	5	5	57	10	2	1	57	13			
NET: Agree	67%	74%		67%	73%	73%	71%	68%	70%	71%	70%	68%	71%	74%	71%	68%	**		
	357	421		355	398	410	381	476	420	368	3584	329	214	134	3212	1046			
NET: Disagree	7%	8%		7%	8%	6%	5%	5%	8%	8%	7%	11%	5%	7%	7%	7%	**		
	35	48		36	45	33	29	34	46	43	350	54	17	13	326	107			
Effective Column n																			
	220	242		229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4		
Unweighted base	374	412		390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6		
Weighted base	530	570		529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6		
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C			

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

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: I don't like people to think badly of me by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income						QJ2: Internet usage			
Column K											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree + Agree	50%	51%	44%	46%	47%	51%	54%	59%	50%	61%	
	174	2913	338	371	591	565	310	912	2863	219	
						a	a b	A B C d		a	
Strongly agree	23%	20%	17%	16%	17%	17%	21%	26%	19%	27%	
	80	1113	135	133	217	183	119	405	1092	96	
								a b C D		a	
Agree	27%	32%	26%	29%	30%	35%	33%	33%	31%	34%	
	94	1800	203	238	374	382	190	507	1771	123	
						a					
Slightly agree	21%	19%	21%	23%	21%	21%	20%	14%	20%	7%	
	73	1102	165	186	267	232	113	212	1148	26	
			f	F	F	f		B			
Neither agree nor disagree	23%	22%	26%	22%	24%	21%	21%	22%	22%	25%	
	81	1279	205	179	297	226	120	333	1258	90	
Slightly disagree	3%	3%	3%	4%	4%	3%	4%	2%	3%	1%	
	11	188	24	30	47	35	24	38	194	5	
Disagree	1%	3%	4%	4%	2%	3%	1%	3%	3%	4%	
	4	160	28	34	28	31	5	39	148	15	
				e							
Strongly disagree	2%	1%	2%	1%	1%	1%	1%	1%	1%	1%	
	8	62	16	10	16	12	3	14	67	3	
NET: Agree	71%	70%	65%	69%	69%	72%	73%	73%	71%	68%	
	247	4015	504	557	858	798	423	1123	4011	245	
						a	a	a			
NET: Disagree	7%	7%	9%	9%	7%	7%	6%	6%	7%	7%	
	23	411	67	75	91	78	32	91	409	23	
Effective Column n											
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 1

Methodology		Quarter					Gender		
Column %									
Weighted counts									
Column Comparisons	Total	CAPI	Online	Q4 2018	Q3 2018	Q2 2018	Q1 2018	Male	Female
Strongly agree	8%	12%	5%	9%	8%	7%	9%	8%	9%
-	493	300	193	132	116	109	136	229	264
	B								
Agree	21%	26%	17%	22%	21%	19%	21%	20%	21%
-	1249	627	622	334	320	292	302	606	643
	B								
Strongly agree + Agree	29%	38%	23%	30%	29%	26%	30%	28%	29%
-	1742	927	814	465	436	402	439	834	907
	B								
Slightly agree	31%	22%	38%	31%	30%	36%	28%	31%	32%
-	1898	541	1357	472	460	548	417	910	987
			A			a b d			
Neither agree nor disagree	23%	20%	24%	20%	22%	23%	25%	24%	22%
-	1364	487	877	317	327	352	368	699	665
			a						
Slightly disagree	8%	8%	8%	8%	8%	6%	8%	8%	7%
-	468	197	271	125	123	98	122	246	222
Disagree	7%	9%	5%	9%	6%	5%	6%	7%	7%
-	403	224	179	133	95	82	94	195	208
	B			c					
Strongly disagree	3%	3%	3%	2%	5%	3%	2%	3%	3%
-	181	75	106	33	68	46	35	82	99
					a d				
NET: Agree	60%	60%	60%	61%	59%	62%	58%	59%	61%
-	3640	1468	2171	938	896	950	856	1745	1895
NET: Disagree	17%	20%	15%	19%	19%	15%	17%	18%	17%
-	1053	496	556	291	286	226	251	523	529
	B								
Effective Column n									
	3484	645	2838	892	870	878	844	1673	1811
Unweighted base	5934	1099	4835	1519	1482	1495	1438	2849	3085
Weighted base	6056	2451	3605	1545	1509	1527	1475	2967	3089
Columns	A	A	B	A	B	C	D	A	B

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 2

Age														SEG					Working status			
Column %																						
Weighted counts																						
Column Comparisons	16-24 years	25-44 years	45-64 years	65-74 years	65+ (Net)	75+ years	ABC1	C2DE	AB	C1	C2	DE	Working	Not working								
Strongly agree	9%	9%	7%	10%	8%	7%	8%	8%	9%	7%	9%	8%	8%	8%								
	72	177	135	63	109	46	254	239	128	125	119	120	254	238								
Agree	20%	20%	21%	22%	21%	20%	22%	20%	21%	22%	20%	19%	19%	22%								
	172	396	398	142	283	141	691	558	283	407	265	293	698	548								
Strongly agree + Agree	29%	30%	28%	32%	29%	27%	29%	28%	30%	29%	29%	27%	30%	27%								
	245	573	533	204	391	187	944	798	412	533	384	414	952	786								
Slightly agree	30%	30%	32%	30%	32%	35%	33%	30%	30%	34%	31%	29%	31%	31%								
	252	589	625	190	431	242	1049	848	414	635	404	445	983	911								
Neither agree nor disagree	24%	21%	23%	23%	23%	22%	21%	25%	20%	21%	23%	26%	21%	24%								
	204	415	444	146	301	155	663	700	276	387	294	406	650	697								
Slightly disagree	9%	8%	8%	8%	7%	7%	8%	8%	8%	8%	6%	9%	7%	9%								
	75	151	146	49	96	47	254	214	102	152	74	140	216	252								
Disagree	6%	7%	7%	5%	6%	7%	6%	7%	6%	6%	9%	6%	7%	6%								
	50	134	139	32	80	47	192	212	86	106	117	95	223	176								
Strongly disagree	3%	4%	3%	3%	3%	2%	3%	3%	5%	2%	2%	3%	3%	3%								
	22	75	51	19	33	15	107	74	69	38	31	43	101	80								
NET: Agree	59%	60%	60%	62%	62%	62%	62%	58%	61%	63%	60%	56%	62%	58%								
	497	1162	1158	394	822	429	1994	1646	826	1168	787	858	1936	1697								
NET: Disagree	17%	19%	17%	16%	16%	16%	17%	18%	19%	16%	17%	18%	17%	18%								
	147	360	337	101	209	108	553	500	257	295	222	278	541	509								
Effective Column n	488	1158	1138	366	700	333	1911	1572	832	1079	696	876	1782	1685								
	831	1973	1938	624	1192	568	3256	2678	1418	1838	1186	1492	3035	2870								
Weighted base	848	1938	1938	640	1332	692	3210	2846	1359	1851	1304	1543	3126	2902								
Columns	A	B	C	D	E	F	A	B	C	D	E	F	A	B								

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 3

	UK nation											Rurality					
Column %																	
Weighted counts																	
Column Comparisons	North East	North West	Yorkshire/Humberside	East Midlands	West Midlands	East Anglia/East of England	London/Greater London	South East	South West	Net: England	Scotland	Wales	N. Ireland	Urban	Rural	Unknown	
Strongly agree	5%	7%	9%	16%	7%	6%	8%	6%	12%	8%	7%	6%	10%	9%	6%	**	
	28	38	47	87	39	30	53	39	63	423	34	17	19	397	96		
	A b e F g h k l																
Agree	25%	27%	19%	23%	17%	20%	18%	18%	21%	21%	17%	18%	30%	21%	19%	**	
	130	153	102	123	96	108	127	106	110	1055	83	56	55	951	297		
	e k																
Strongly agree + Agree	30%	34%	28%	38%	24%	26%	26%	24%	33%	29%	24%	24%	40%	30%	26%	**	
	159	191	149	210	135	137	180	144	173	1478	118	73	73	1348	394		
	e h k																
Slightly agree	28%	32%	27%	28%	33%	38%	31%	29%	29%	31%	36%	39%	30%	30%	34%	**	
	148	180	143	153	187	206	212	171	151	1552	172	119	55	1364	532		
	-																
Neither agree nor disagree	25%	15%	29%	18%	26%	24%	23%	28%	18%	23%	20%	20%	19%	22%	24%	**	
	131	87	155	101	147	126	161	169	92	1168	99	62	35	996	364		
	b																
Slightly disagree	10%	7%	5%	7%	7%	5%	8%	10%	11%	8%	8%	8%	5%	8%	8%	**	
	53	39	27	36	40	28	54	62	55	395	41	23	9	341	127		
	B d i																
Disagree	6%	10%	8%	6%	6%	6%	5%	6%	7%	7%	9%	6%	3%	7%	6%	**	
	30	56	44	34	36	33	35	36	34	337	42	19	6	309	94		
	-																
Strongly disagree	2%	3%	2%	2%	4%	1%	8%	3%	2%	3%	3%	2%	2%	3%	2%	**	
	9	16	11	13	20	6	53	15	13	157	13	7	4	148	32		
	a c d f h i k																
NET: Agree	58%	65%	55%	66%	57%	64%	56%	53%	63%	60%	60%	63%	70%	60%	60%	**	
	307	372	292	363	322	344	392	315	323	3030	290	192	128	2712	926		
	h																
NET: Disagree	17%	20%	16%	15%	17%	13%	20%	19%	20%	17%	20%	16%	10%	18%	16%	**	
	92	112	82	83	95	68	142	114	102	889	96	49	19	799	253		
	-																
Effective Column n	220	242	229	234	245	231	306	255	226	2187	442	433	422	2373	1107	4	
Unweighted base	374	412	390	398	417	393	522	435	385	3726	753	737	718	4043	1885	6	
Weighted base	530	570	529	546	565	538	695	598	517	5087	484	303	182	4507	1543	6	
Columns	A	B	C	D	E	F	G	H	I	J	K	L	M	A	B	C	

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

QJ7B. Please use the scale below to indicate how much you agree or disagree with the following statements. Please be open and honest in your response: White lies are acceptable to avoid hurting people's feelings by Demographics Part 4

QJ7: Inability to leave home without help, due to illness or disability		QJ6: Annual household income							QJ2: Internet usage		
Column K											
Weighted counts											
Column Comparisons	Yes – I am housebound	No – I am not housebound	Under £11,500 per year	£11,500 - £17,499 per year	£17,500 - £29,999 per year	£30,000 - £49,999 per year	£50,000+ per year	I don't know/ I prefer not to answer	NET: Internet user	NET: Internet non-user	
Strongly agree	11%	8%	8%	6%	9%	6%	9%	10%	8%	11%	
	37	456	61	45	111	69	51	156	454	39	
Agree	24%	20%	18%	19%	20%	23%	22%	21%	21%	22%	
	85	1163	138	157	252	250	125	327	1170	78	
Strongly agree + Agree	35%	28%	26%	25%	29%	29%	31%	31%	29%	33%	
	123	1619	199	203	364	318	176	482	1624	118	
Slightly agree	23%	32%	30%	33%	34%	35%	35%	25%	32%	17%	
	81	1817	232	264	428	382	199	394	1837	60	
Neither agree nor disagree	24%	22%	26%	26%	21%	21%	18%	22%	22%	27%	
	85	1279	205	208	268	231	106	346	1258	96	
Slightly disagree	6%	8%	9%	8%	7%	7%	5%	9%	7%	13%	
	22	446	67	64	91	77	31	138	422	46	
Disagree	7%	7%	6%	5%	6%	6%	8%	9%	6%	10%	
	23	380	47	43	69	64	48	132	365	34	
Strongly disagree	5%	3%	3%	4%	2%	3%	3%	4%	3%	1%	
	18	164	26	29	27	28	16	56	173	4	
NET: Agree	58%	60%	56%	58%	63%	64%	65%	57%	61%	50%	
	203	3436	431	466	791	700	375	876	3461	178	
NET: Disagree	18%	17%	18%	17%	15%	15%	16%	21%	17%	23%	
	63	990	140	136	187	170	94	325	960	84	
Effective Column n										a	
	216	3268	475	470	817	747	380	595	3363	111	
Unweighted base	368	5566	809	800	1391	1272	648	1014	5729	189	
Weighted base	351	5705	776	810	1246	1101	575	1547	5679	358	
Columns	A	B	A	B	C	D	E	F	A	B	

Weight: Demographic, Geographic & Evaluative Weight; Base: All respondents
; Column comparison symbols: a, b, c, d, e, f... (p = 95%) A, B, C, D, E, F... (p = 99.9%).